User Guide for the Polycom® VVX™ 1500 C Business Media Phone for Cisco® Unified Communications Manager (SIP)

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About This Guide

Thank you for choosing the Polycom® VVX™ 1500 C Business Media Phone for Cisco® Unified Communications Manager (SIP). The phone is a business media phone that combines advanced business telephony, one-touch video, and integrated business applications into one seamless, lifelike communications experience.

The phone provides a powerful, yet flexible IP communications solution, delivering excellent video and voice quality. The high-resolution color graphic display supplies content for call information, multiple languages, directory access, and system status. The phone supports advanced functionality, including multiple call and flexible line appearances, custom ring tones, and local audio and video conferencing.

Some of the key features include:

- Seven inch diagonal color touch screen
- Support for Polycom HD Voice™ technology
- Privacy shutter for the video camera
- Adjustable base, display, and camera angle
- USB port for applications
- Ability to use a Power over Ethernet (PoE) power source
- Support for Electronic Hookswitch (EHS) with select partner headsets

This guide provides everything you need to quickly use your new phone. Be sure to verify with your system administrator that your network is prepared for configuring your phone. As well, be sure to read the Parts List and Safety Notices sections in this guide before you set up and use the phone.

Changes to this Guide

The following sections have been added to this edition:

- Enabling the Phone to Automatically Answer Calls on page 2-16.
- Setting the Call Rate for Video Calls on page 2-18.
- Placing Calls Using the H.323 Protocol on page 4-2.
- Using the Browser on page 4-17.
- Troubleshooting Video Issues on page 5-7.

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End-User License Agreement for Polycom® Software

1

Getting Started with Your Phone

This chapter provides basic installation instructions and information for obtaining the best performance with the Polycom VVX 1500 C Business Media Phone for Cisco Unified Communications Manager (SIP).

The topics include:

- Parts List on page 1-2
- Setting Up the Phone on page 1-3
- Features of the Phone on page 1-14
- Before You Use the Phone on page 1-18
- Cleaning the Touch Screen on page 1-29

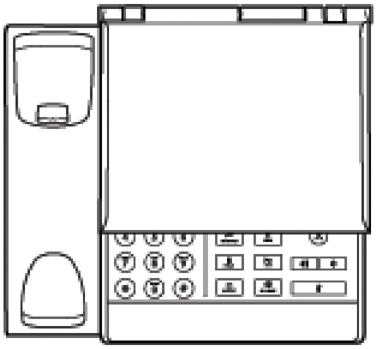
To customize your phone, see Customizing Your Phone on page 2-1. To read about the phone's basic features, see Using the Basic Features of Your Phone on page 3-1. To read about the phone's advanced features, see Using the Advanced Features of Your Phone on page 4-1.

If you require additional information or assistance with your new phone, contact your system administrator.

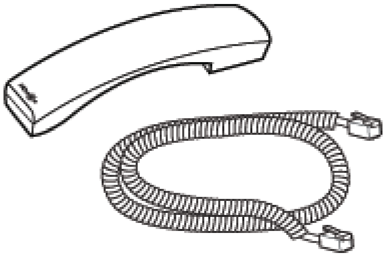
Parts List

The following components are included in your Polycom VVX 1500 C phone package. Check to ensure that you have received each item. If you are missing any items, contact your system administrator.

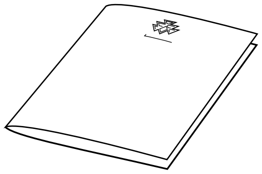
Polycom VVX 1500 C phone



Handset and handset cord

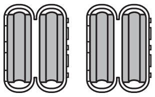


Quick Start Guide



Network cable

Ferrite clamps (2)



Optional Accessories

The following items are optional accessories for the phone:

- AC Power Kit with:
  - Power Adapter
  - Regional Power Cord
- Headset
- USB Flash Drive
- Headphones
- Computer Cable

For information on connecting optional accessories, see Connecting the Phone Using AC Power on page 1-7 and Connecting Optional Components on page 1-8.

Setting Up the Phone

To set up the phone, do the following:

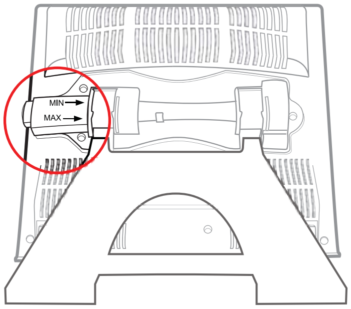
1. Adjust the stand. See Adjusting the Stand, below.
2. Connect the ferrite clamps to the network cable (and to the optional computer cable, if you are connecting a computer to your phone). See Attaching Ferrite Clamps on page 1-5.
3. Connect the phone to the network and a power source. See Connecting Network and Power Sources on page 1-5.
4. Connect phone components. See Connecting the Handset and Handset Cord on page 1-8 and Connecting Optional Components on page 1-8.
5. Adjust the screen and camera. See Adjusting the Screen on page 1-12 and Adjusting the Camera on page 1-13.

Adjusting the Stand

Your phone is shipped with the stand positioned flat against the phone. To use the phone, adjust the stand so that the phone is in a more upright position.

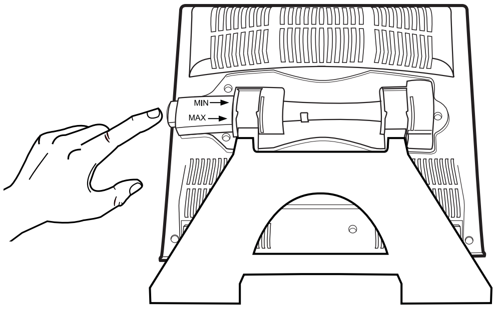
You can adjust the stand to one of five positions. The lowest position is labeled MIN, and the highest position is labeled MAX.

The following figure shows the MIN and MAX labels for the stand.

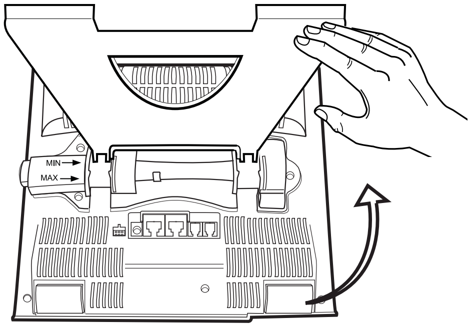


To adjust the stand:

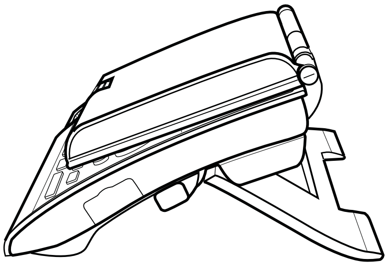
1. With the back of the phone (and the stand) facing you, push the button protruding from the side of the phone. When you push the button, the stand unlocks and can move.



2. Lift the stand until it touches the back of the phone (the position labeled **MIN**), and then release the button to lock the stand in place. This is the lowest, and most stable, position for your phone.



The following figure shows the phone in its lowest position.



There are four, more upright, positions for your phone. Starting with the stand in its lowest position, push the button, slowly move the stand forward, and then release the button to lock the stand in the next position. Do not force the stand to move past the **MAX** position, or your phone will be unstable.

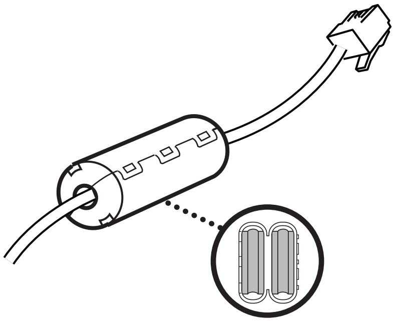
Note If you need to store or ship your phone, you can move the stand past the MAX position so that the stand lies toward the front of the phone.

Attaching Ferrite Clamps

Your phone package includes two ferrite clamps. You must attach a ferrite clamp to the network cable and to the computer cable (if you are connecting a computer to your phone) before you attach the cables to your phone.

To attach a ferrite clamp to the network cable or PC cable:

>> Clamp a ferrite clamp around the cable.



Connecting Network and Power Sources

Note Before you connect the network cable to your phone, make sure you attach a ferrite clamp to the cable (see Attaching Ferrite Clamps, above).

There are two ways to connect your phone to the network and a power source. Your system administrator will advise you which method to use. (If your phone is already connected to the network and a power source, go directly to Connecting the Handset and Handset Cord on page 1-8.)

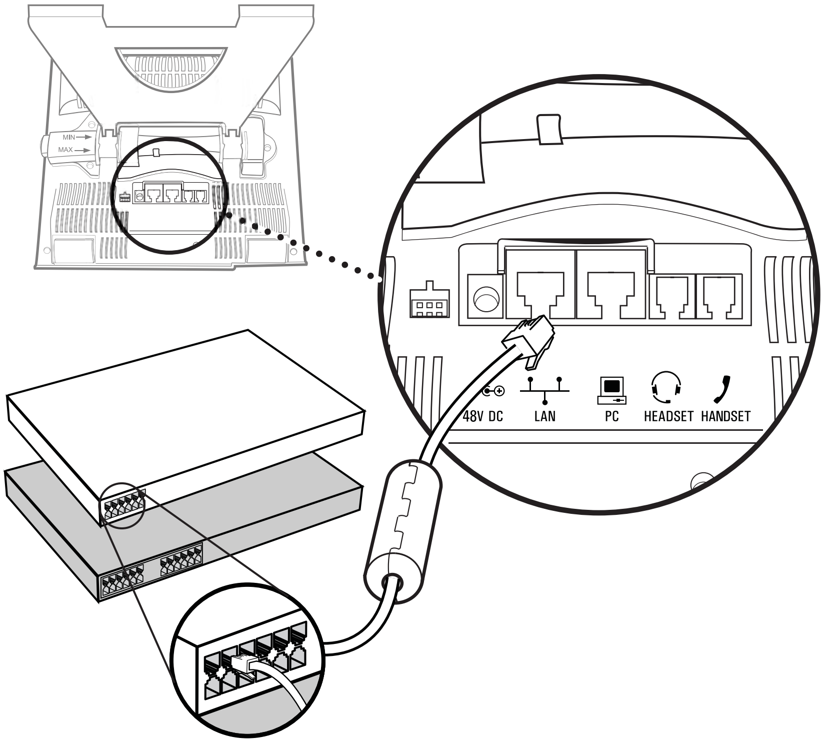
You can use one of the following methods:

- Connecting the Phone Using a Power Over Ethernet Source
- Connecting the Phone Using AC Power

Connecting the Phone Using a Power Over Ethernet Source

Using the supplied network cable, the phone can be powered from a Power over Ethernet (PoE) compliant switch or hub. Power over Ethernet is the default connection for your phone.

The following figure shows how to connect the phone using a PoE source.



To connect the phone using a PoE source:

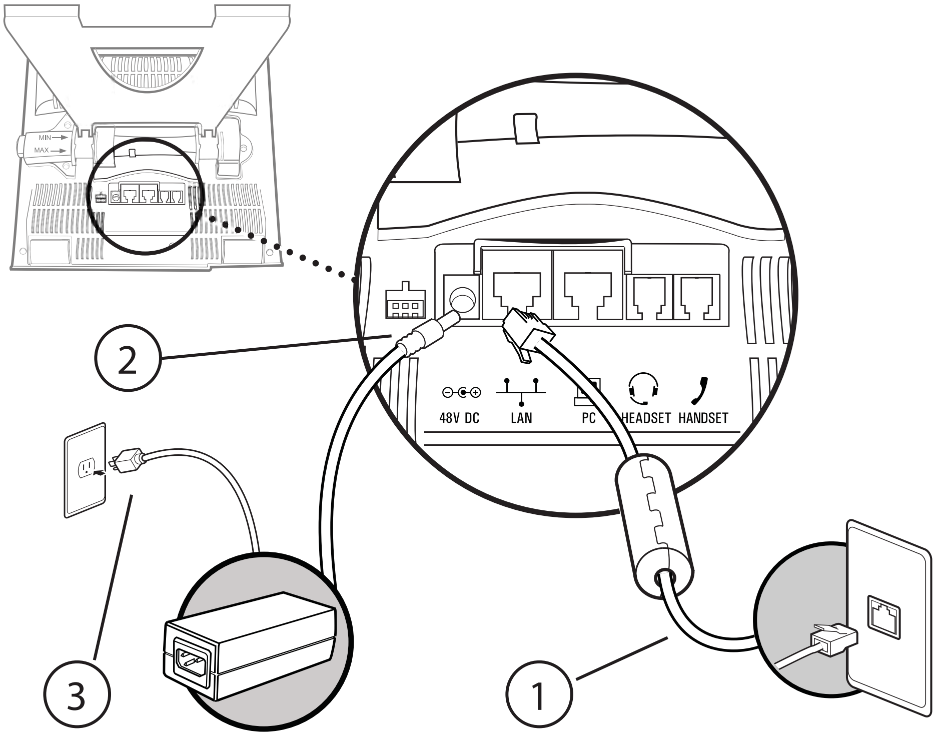
>> Plug the network cable between the LAN jack on the phone and an available power and data port on the in-line power switch.

Connecting the Phone Using AC Power

To connect the phone using AC power, you require the optional AC Power Kit, containing a Power Adapter and Regional Power Cord.

Note The regional power cord is country-specific. The power cord shown below may differ from the one in your kit.

The following figure shows how to connect the phone using AC power.

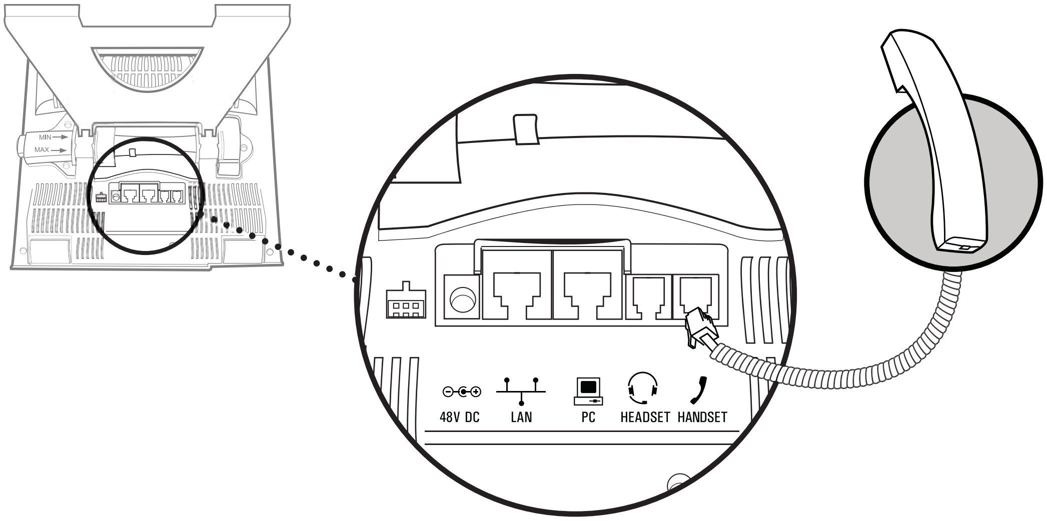


To connect the phone using AC power:

1. Connect the network cable between the LAN jack on the phone and the LAN port on the wall or hub/switch device port.
2. Connect the DC plug on the power adapter to the 48V DC jack marked on the phone.
3. Connect the regional power cord between the power adapter and the wall outlet.

Connecting the Handset and Handset Cord

Connect one end of the handset cord to the end of the handset, and the other end of the cord to the Handset jack on the phone.



Connecting Optional Components

You can connect a headset, USB flash drive, headphones, or computer to your phone. This section describes:

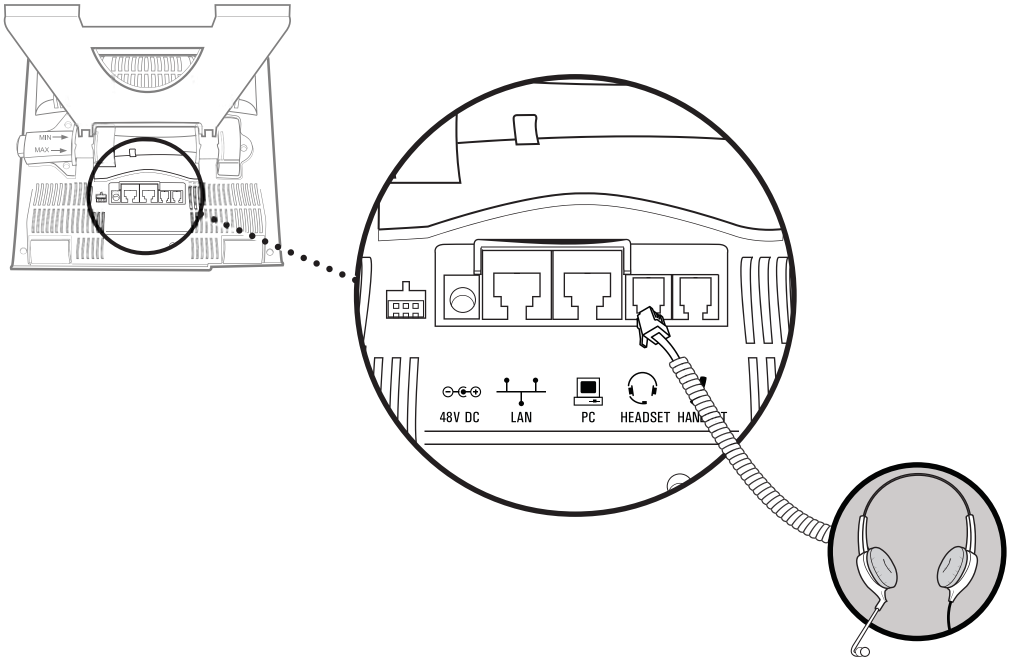
- Connecting an Optional Headset
- Connecting an Optional USB Flash Drive
- Connecting Optional Headphones
- Connecting an Optional Computer

Connecting an Optional Headset

For a list of supported headsets, see Technical Bulletin 37477, *SoundPoint IP Family and Polycom VVX 1500 Headset Compatibility List*, at http://www.polycom.com/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html.

Attach a headset to listen to phone audio through a headset, rather than a handset or speakerphone. You attach a headset to the Headset jack on the back of the phone.

The following figure shows how to connect a headset to the Headset jack on the phone.



For information on using a headset to place and answer calls, see Placing Calls on page 3-6 and Answering Calls on page 3-12. For information on permanently enabling your phone to use headset mode, see Enabling Headset Memory Mode on page 2-7.

For information on connecting and using a headset that supports electronic hookswitch, see Using Electronic Hookswitch on page 2-8.

Connecting an Optional USB Flash Drive

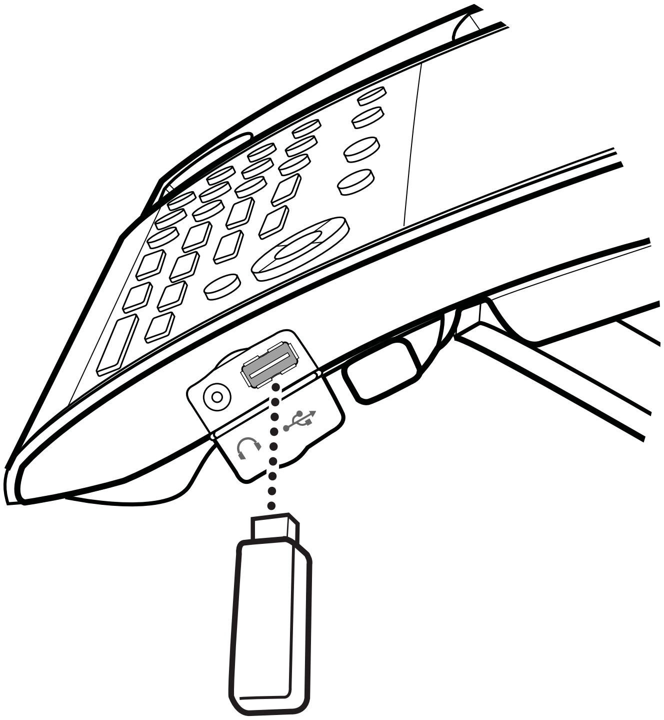
> For a list of supported USB flash drives, see Technical Bulletin 38084, *Supported USB Devices for SoundPoint IP 650 and 670 and Polycom VVX 1500 Phones*, at http://www.polycom.com/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html.

Attach a removable USB flash drive to your phone to do the following:

- Record and play back audio from your phone.
- Display images on your phone's idle screen.

You attach the USB flash drive to the USB port on the right side of your phone. The USB port is behind a door you flip down.

The following figure shows how to connect a USB flash drive to the USB port on the phone.



When you attach a USB flash drive to your phone, the message “Storage media attached” displays. The USB icon, , displays on the status bar on the touch screen.

For information on how to record and play back audio, see Recording Calls and Conferences on page 4-3 and Playing Back Recorded Calls on page 4-10.

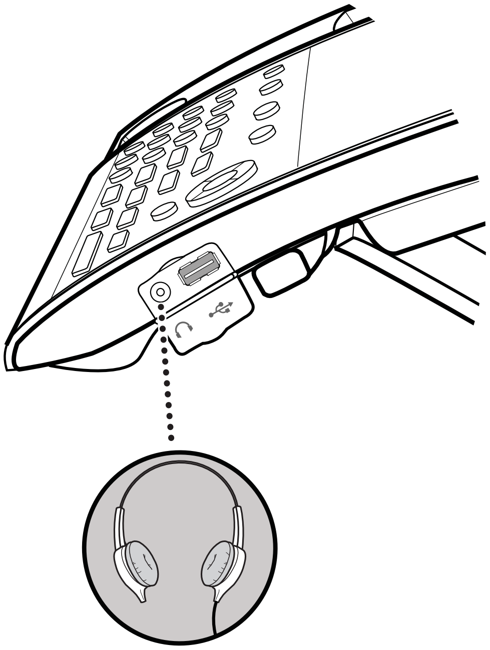
For information on how to display the pictures on a USB flash drive on your phone’s idle screen, see Setting Up a Screen Saver on page 2-10 and Displaying the Pictures that are on Your USB Flash Drive on page 2-14.

Connecting Optional Headphones

Attach headphones to your phone to listen to phone audio or recorded calls.

You attach the headphones to the 3.5mm connector on the side of your phone, located behind a door you flip down. The connector is an unamplified line-out connector only.

The following figure shows the 3.5mm connector on the side of your phone.



When you attach headphones to your phone, the message “Auxiliary output active” displays. The headphone icon, 🎧 , displays on the status bar on the touch screen. When you remove the headphones, the message “Auxiliary output inactive” displays.

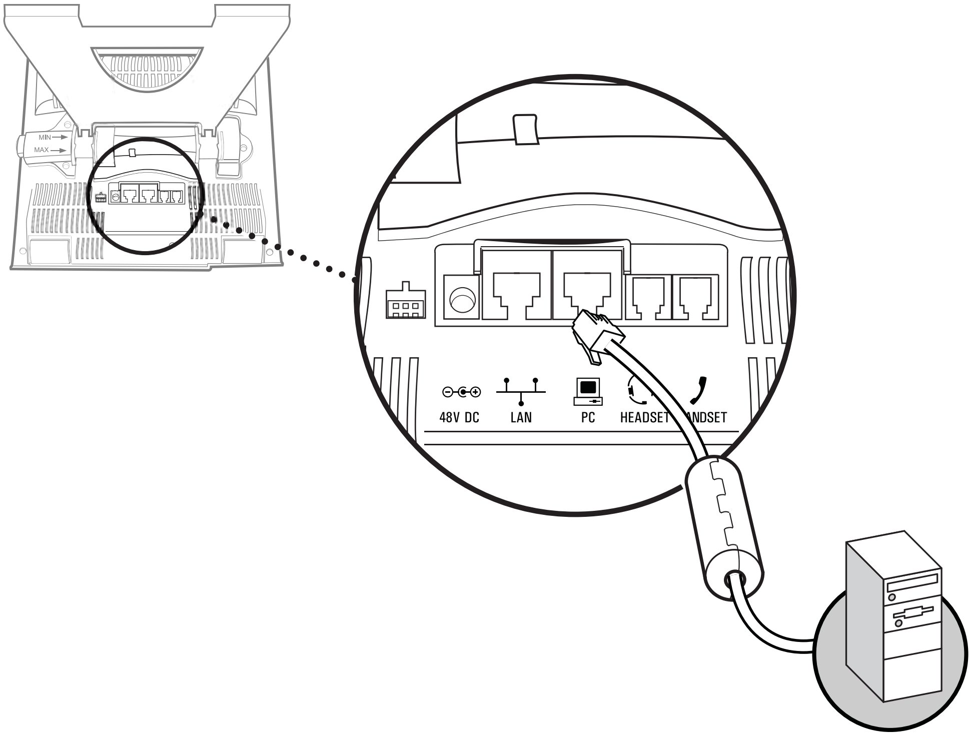
Connecting an Optional Computer

You can connect a computer to your phone. You may want to connect a computer, for example, if you only have one LAN port and you want to connect your computer to the network through the phone.

To connect a computer to the phone, you need the optional Computer Cable and a ferrite clamp (included in the phone package). Attach the ferrite clamp to the Computer Cable before you attach the cable to your phone (see Attaching Ferrite Clamps on page 1-5).

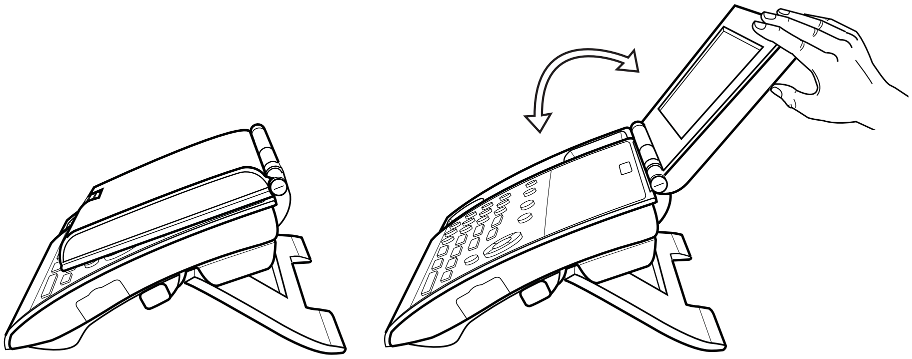
You attach a computer to the PC connector on the back of the phone.

The following figure shows how to connect a computer to the PC connector on the phone.


MIN
MAX
48V DC
LAN
PC
HEADSET
HANDSET

Adjusting the Screen

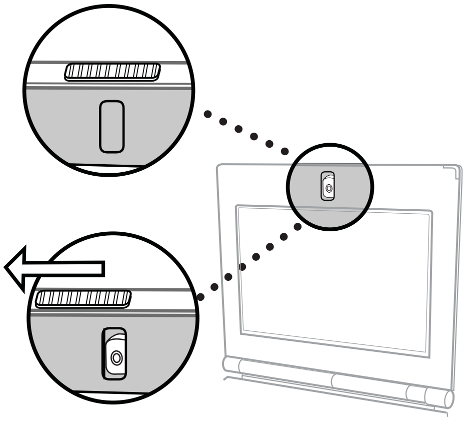
Lift the screen and push it back to an angle that is comfortable for you.



Adjusting the Camera

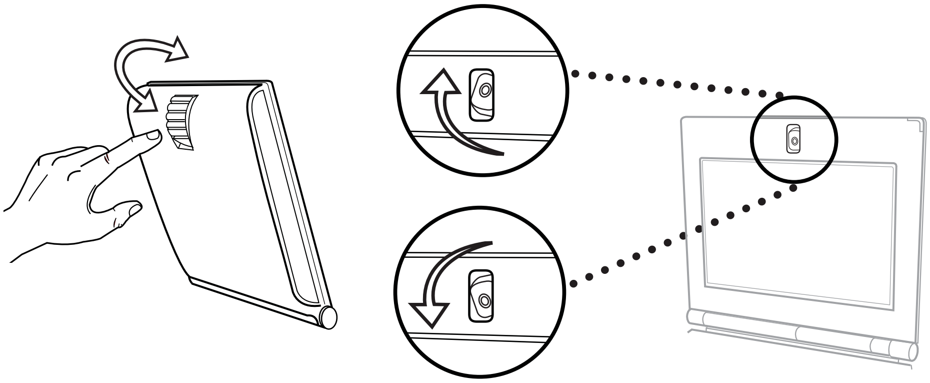
To transmit video, make sure you slide open the privacy shutter.

The following figure shows the privacy shutter centered above the touch screen. Open the privacy shutter using the privacy shutter adjuster (located along the top edge, above the camera).



You can adjust the angle of the camera by rolling the camera barrel located directly behind the camera lens.

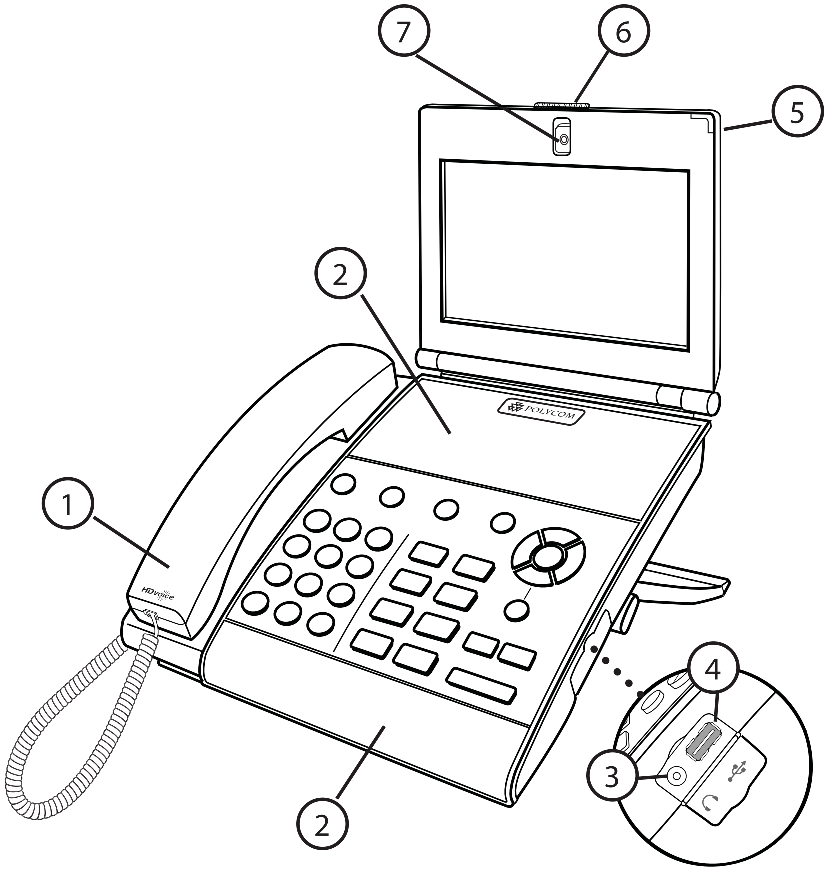
The following figure shows how to adjust the camera up or down.



For information on adjusting your camera to achieve the best settings, see Updating Camera Settings on page 2-34 and Tips for When You're in Video Calls on page 1-29.

Features of the Phone

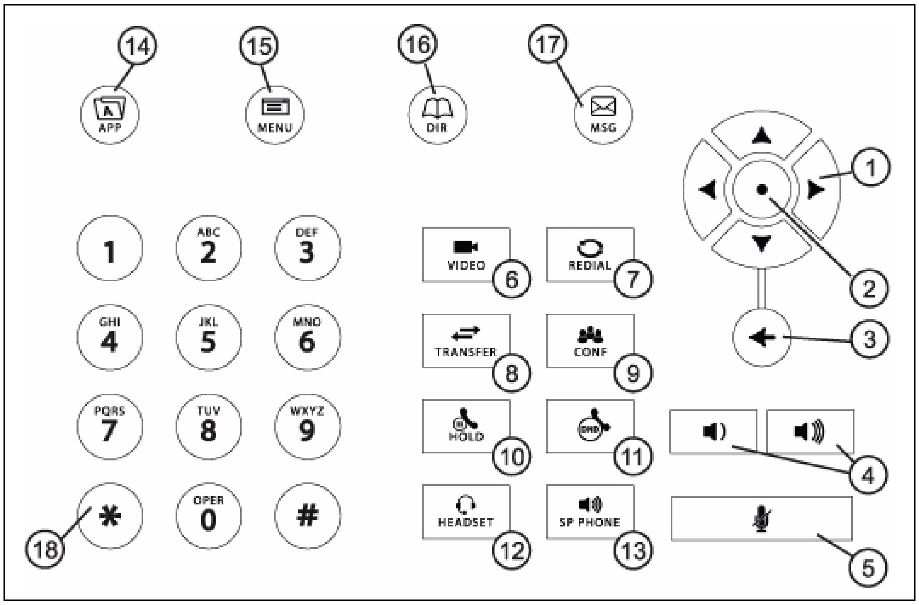
The following figure shows the phone's primary hardware features.

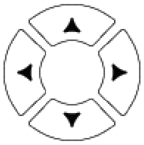
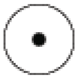
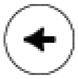


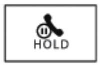
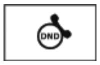
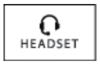
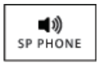
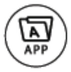
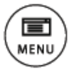
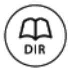
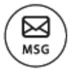
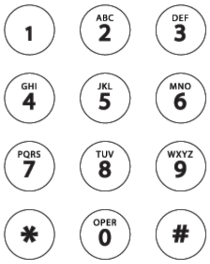
	Feature	Description
1	Handset and cord	Provides audio output for calls that use the handset.
2	Speakerphone	Provides ringer and hands-free (speakerphone) audio output.
3	Headphone connector	Allows you to connect headphones to the phone.
4	USB connector	Allows you to connect a USB flash drive to display pictures on your phone, and to record and play back calls.

	Feature	Description
5	LED indicator	The LED flashes red to indicate the following: • The software is booting • A message is waiting • The phone is in power-saving mode (slow-flashing red)
6	Privacy Shutter Adjuster	Opens and closes the privacy shutter.
7	Camera	Provides near-site video.

The following figure shows the keys on the phone console.


14
15
16
17
APP
MENU
DIR
MSG
1
2
3
4
5
6
7
8
9
10
11
12
13
18
1
ABC 2
DEF 3
GHI 4
JKL 5
MNO 6
PQRS 7
TUV 8
WXYZ 9
*
OPER 0
#
VIDEO
REDIAL
TRANSFER
CONF
HOLD
DND
HEADSET
SP PHONE

	Feature	**Description**
1	Arrow Keys 	Allow you to: • Scroll through displayed information. • Enable and disable fields. • Return to the previous menu (**Left** arrow key only). • Scroll through active and inactive calls.
2	Select Key 	Selects an item in a list.
3	Delete Key 	Deletes displayed data.
4	Volume Keys	
	 	Adjusts the volume of the handset, headset, speaker, and ringer.
5	Mute Key 	Mutes audio transmission locally during calls and conferences. The button glows red when activated.
6	Video Key 	Controls the size, position, and transmission of video images.
7	Redial Key 	Dials the most recently dialed party.
8	Transfer Key 	Transfers the current call to another party.
9	Conference Key 	Allows connection with another party for a conference.

	Feature	Description
10	Hold Key 	Holds an active call or resumes a held call.
11	Do Not Disturb Key 	Cancels ringing and directs incoming calls to your voice/video mail (if supported). The button glows red when activated.
12	Headset Key 	Allows you to place and receive calls through an optionally connected headset. The button glows green when headset mode is selected.
13	Speakerphone Key 	Allows for hands-free communication during calls. The button glows green when speakerphone mode is selected.
14	Applications Key 	Allows you to access the Web browser (if supported).
15	Menu Key 	Allows you to access local (your phone) and global (your organization) features.
16	Directories Key 	Allows you to access directories and call lists.
17	Messages Key 	Allows you to access and manage voice and video messages.
18	Dialpad Keys  1 ABC 2 DEF 3 GHI 4 JKL 5 MNO 6 PQRS 7 TUV 8 WXYZ 9 * OPER 0 #	Provide the 10 digits, alphabetic characters, and special characters available in context-sensitive applications.

Before You Use the Phone

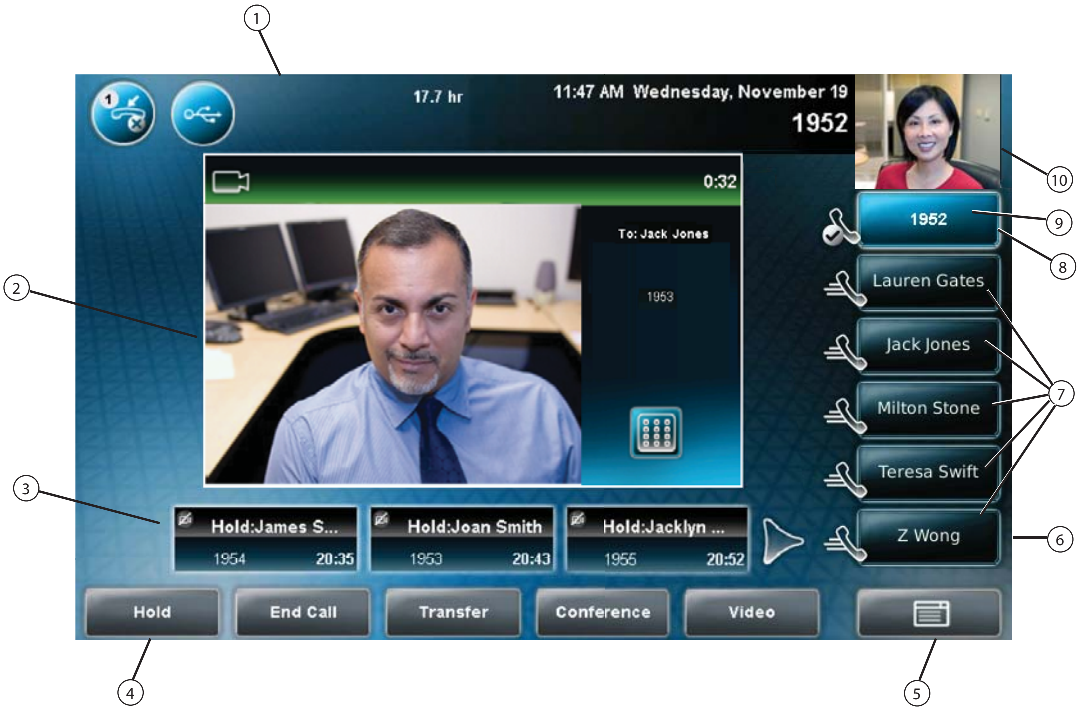
Note Since you can customize your phone in many different ways, and your system administrator can enable and disable certain features, the user interface that displays on your phone may differ from the figures that appear in this guide.

Before you use the phone, you need to understand the touch screen layout, which icons display on the touch screen, how to navigate menus and fields, and how to enter data. You also need to know how to obtain the best performance when you conduct video calls and conferences. This section describes the following:

- Touch Screen Components on page 1-18
- Phone Icons on page 1-21
- Navigating Menus, Lists, and Fields on page 1-22
- Entering Data and Editing Fields on page 1-25
- Tips for When You're in Video Calls on page 1-29

Touch Screen Components

The following figure shows what displays on the touch screen.


①
17.7 hr
11:47 AM Wednesday, November 19
1952
0:32
To: Jack Jones
1953
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Hold:James S...
1954 20:35
Hold:Joan Smith
1953 20:43
Hold:Jacklyn ...
1955 20:52
Hold
End Call
Transfer
Conference
Video
②
③
④
⑤
⑥
⑦
⑧
⑨
⑩

	Feature	Description
1	Status bar	The following icons can display: —Missed calls —Do Not Disturb enabled —USB flash drive attached and idle —USB flash drive attached and busy —Headphones attached
2	Active call window	Displays the active call. During a video call, the active call window can display the near site or the far site.
3	Inactive call group	Displays calls on hold, as well as incoming calls that are not immediately answered.
4	Soft keys	Keys on the touch screen that you can tap to access phone functions. The keys are automatically labeled to identify their context-sensitive functions.
5	Main Menu key	Opens the Main Menu.
6	Line Keys and Speed Dial Keys	See *Line Key* in this table. See *Speed Dial Keys* in this table.
7	Speed Dial Keys	Use these keys to activate up to five speed dials that can be assigned to your phone. Use a Speed Dial Key to quickly dial a contact. Speed Dial Keys display .

	Feature	Description
8	Line Key status indicator	A Line Key can have one of the following status indicators: • Solid green—A dial-tone is available, dialing is in progress, or a call is active. • Flashing green—An incoming call. Or, the far site has placed a call on hold. • Solid red—A remote shared line is active. • Flashing red—You have placed a call (one or more) on hold (on a private or shared line).
9	Line Key	Use these keys to activate up to six lines that can be assigned to your phone. When the phone is idle, Line Keys display one of the following: • ☎✓—Registered, private lines. • ☎☎✓—Registered, shared lines. • ☎✗—Unregistered lines • ☎↗—Lines that have the **Always** call forwarding type enabled. • DND—Lines that have Do Not Disturb enabled. Line keys are either blue or green: • Green—Indicates that the Line Key has an active call or an incoming call. A green Line Key is associated with the calls that currently display on the touch screen (active or inactive). • Blue—Indicates that the Line Key doesn't have an active call, or has an incoming call that has been minimized and placed in the inactive call group. The calls associated with a blue Line Key don't currently display on the touch screen.
10	Picture-in-Picture window (PIP)	The small window in the corner of the touch screen that displays video. By default, the PIP displays the near site. You can toggle the PIP to display the near site or the far site.

Phone Icons

The following table describes the icons that display on the touch screen.

Note Call counters only display when the icon appears next to the Line Key.

Icon	Description
🚫	Call (audio-only)
1 HD	Call with Polycom HD Voice
📹	Call (video)
HD	Call (video) with Polycom HD Voice
1 ⏸ ☎	Call on hold (private line)
1 ⏸ ☎	Call on hold (shared line)
1 ▶ ☎	Call without Polycom HD Voice (private line)
1 ▶ ☎	Call (shared line)
1	Conference call
DND DND	Do Not Disturb enabled
☎	Forward (Always)

Icon	Description
🎧	Headphones attached
☎✓	Line (registered, private)
☎☎✓	Line (registered, shared)
☎✗	Line (unregistered)
1	Missed calls indicator
🔇	Mute applied
☎	Speed Dial Key
🔌	USB device attached and idle
🔌	USB device attached and busy (recording, playing back, or paused)
🚫	Video stopped
🚫	Video stopped and audio muted

Navigating Menus, Lists, and Fields

To navigate menus, lists, and fields, you can:

- Tap the soft keys on the touch screen
- Tap the menu items or fields on the touch screen
- Press the keys on the phone console

To operate your phone, follow these tips:

Note

After 20 seconds of inactivity, the menu system automatically exits to the idle screen unless an edit session is in progress.

If you want to ...	Then do this ...
Enter the Main Menu	Do one of the following: - Tap ▤ . - Press MENU .
Return to the idle screen	Do one of the following: - Tap ⌂ . - Press MENU .
Return to the previous menu	Tap the **Back** soft key or press the **Left** arrow key.
Scroll through menu items	Tap ▼ or ▲ , or press an arrow key.
Scroll through lists or fields	To scroll item by item, do one of the following: - Tap ▼ or ▲ . - Press the **Up** or **Down** arrow key. To Page Down or Page Up (when lists appear on more than one page), do one of the following : - Tap ⏬ or ⏫ . - Press the ***** key (to Page Up) or the **#** key (to Page Down).
Scroll through values for a field	Tap the field’s highlighted grey box. From the drop-down list, tap one of the scroll arrows to go to the top or bottom of the list.

If you want to ...	Then do this ...
Select a menu item	Do one of the following: • Tap the menu item. • Use an arrow key to scroll to the menu item, and then tap the **Select** soft key. • Press the dialpad key that corresponds to the item in a numbered menu list. For example, if an item has a number next to it, press the corresponding number on the dialpad.
Select a field	Do one of the following: • Tap the field. • Scroll to the field using the **Up** or **Down** arrow key.
Select a soft key	Tap the soft key.
View additional soft keys	Tap the **More** soft key.
Enable or disable fields	Do one of the following: • Tap the field name, and then tap the field’s highlighted box. From the drop-down list, tap **Enabled** or **Disabled**. • Scroll to a field using the **Up** or **Down** arrow key, and then use the **Right** or **Left** arrow key to toggle between **Enabled** or **Disabled**.

Entering Data and Editing Fields

You can enter data and edit fields in these two ways:

- Using a “keyboard” that displays on the touch screen.
- Using the dialpad keys on the phone console.

Using the “Keyboard” on the Touch Screen

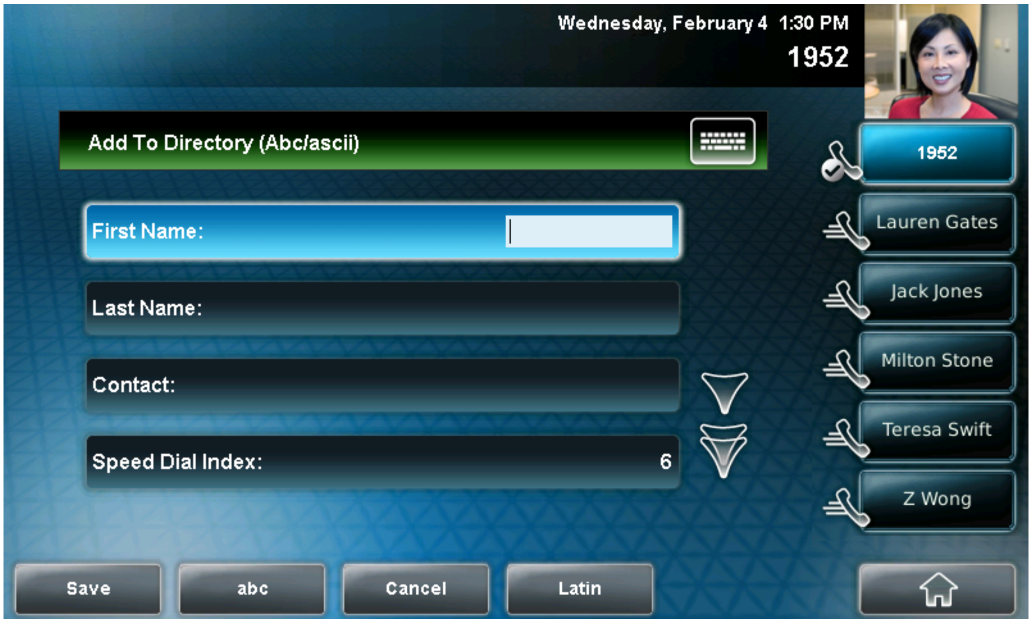
You can use the phone’s “keyboard” to quickly update field information.

To use the “keyboard” on the touch screen to enter or edit data:

1. To update a field, tap the field.

   The keyboard icon, ⌨, displays next to the screen title.

   The following screen shows the keyboard icon next to the screen title.



Wednesday, February 4 1:30 PM
1952

Add To Directory (Abc/ascii)

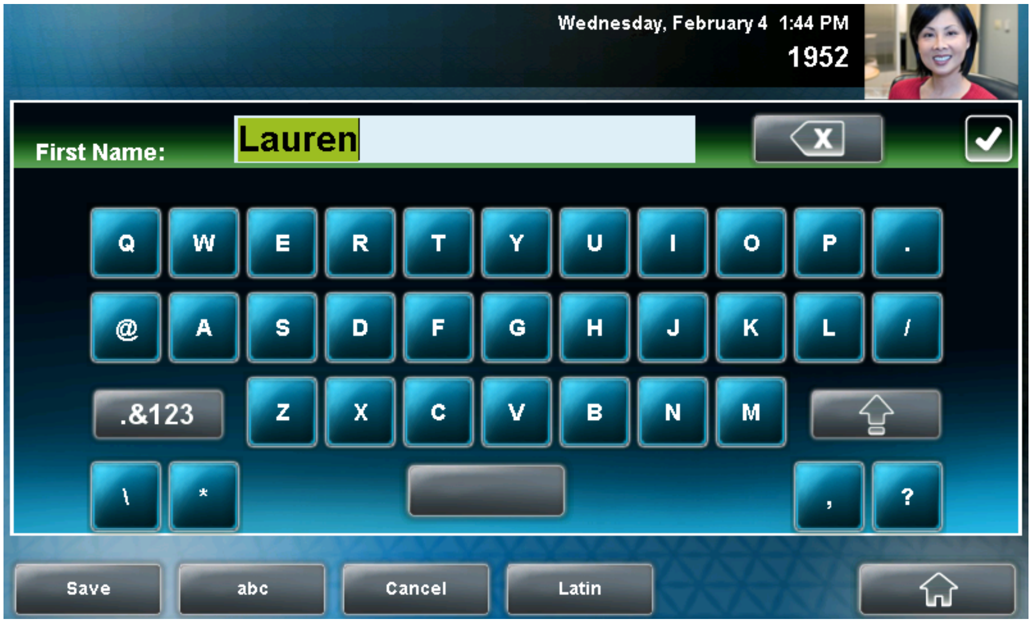
First Name:
Last Name:
Contact:
Speed Dial Index: 6

1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Save
abc
Cancel
Latin

2. Tap ⌨.

   The “keyboard” displays on the touch screen.

The following figure shows the keyboard that displays on the touch screen when you update a directory entry.



First Name: Lauren

Wednesday, February 4 1:44 PM
1952
Q W E R T Y U I O P .
@ A S D F G H J K L /
.&123 Z X C V B N M
\ * , ?
Save
abc
Cancel
Latin

3. Enter the information. Do the following:

If you want to...	Then do this...
Enter uppercase (A) characters, lowercase (a) characters, or a combination of uppercase and lowercase characters	**1.** If a keyboard with characters does not display, tap abc (on the keyboard). **2.** Tap the **abc**, **ABC**, **123**, or **Abc** soft keys to toggle between lowercase, uppercase, numerical, and titlecase modes. **3.** Using the keyboard on the touch screen, tap the letter(s) you want. You can also tap ⇧ or ⇧ to toggle between entering characters in uppercase mode or lowercase mode.

If you want to...	Then do this...
Enter numbers	**1.** If a keyboard with numbers does not display, tap .&123. **2.** Using the keyboard on the touch screen, tap the number(s) you want. You can also tap the **abc**, **ABC**, **123**, or **Abc** soft keys to toggle between lowercase, uppercase, numerical, and titlecase modes.
Enter special characters	**1.** If a keyboard with special characters does not display, tap .&123. **2.** Using the keyboard on the touch screen, tap the special character(s) you want.
Enter text in a particular character encoding	**1.** Tap the **Latin**, **Katakana**, **Unicode**, **Cyrillic** or **ASCII** soft key to select the encoding you want. The touch screen’s keyboard changes to display the encoding you chose. **2.** Using the keyboard on the touch screen, tap the character(s) you want.
Delete data you entered	Tap ⌫.
Delete an entire field of data	Double-tap the field of data, so that the data is highlighted. Then, tap ⌫.

4. To confirm the updates, tap ✓.

Using the Dialpad Keys on the Phone Console

You can use the keys on your phone console to update field information.

To use the dialpad keys to enter or edit data:

1. Tap a field to select it.
2. Enter the information. Do the following:

If you want to...	Then do this...
Enter only numbers (1), uppercase (A) characters, lowercase (a) characters, or titlecase (Abc) characters	**1.** Tap the **abc** soft key one or more times to toggle between and select uppercase (**ABC** soft key), numerical (**123** soft key), titlecase (**Abc** soft key), and lowercase (**abc** soft key) modes. The mode you select displays in the screen title. **2.** Press a dialpad key one or more times to enter the characters or number that display on the dialpad key. For example: If you're in ABC mode: To enter "A," press **2**. To enter "B," press **22**. To enter "C," press **222**. To enter "2," press **2222**. If you're in 123 mode: To enter "2," press **2**.
Enter special characters	**1.** Tap the **ABC**, **Abc**, or **123** soft key so that you're in either ABC, Abc, or abc mode. (You can't access special characters when you're in **123** mode.) The mode you select displays in the screen title. **2.** Press the **1**, *****, or **0** key on the dialpad one or more times.
Enter text in a a particular character encoding	**1.** Tap the **Latin**, **Katakana**, **Unicode**, **Cyrillic** or **ASCII** soft key to select the encoding you want **2.** Press a dialpad key one or more times to enter the character you want.
Delete text you entered	Use the **Right** or **Left** arrow key to position the cursor to the right of the text you want to delete, and then press ← .

3. Tap the **Save** soft key.

Tips for When You're in Video Calls

Use these tips when you are in a video call or conference:

- Check the near-site video to make sure it is clear, bright, and sharp. For information on adjusting camera settings, see Updating Camera Settings on page 2-34.
- Use the handset or a headset if you are in an open environment.
- Be aware of latency when speaking.
- Avoid bright lights or windows behind you (backlight). If the camera faces a window or bright lights, you may have to adjust the camera settings. To adjust camera settings, see Updating Camera Settings on page 2-34.
- Avoid wearing bright colors, all-light or all-dark clothing, or "busy" patterns (such as small checks or narrow stripes). Light pastels and muted colors look the best on the screen.
- In a conference call, mute your microphone when you're not speaking, especially in noisy environments.
- Avoid tapping the microphone or rustling papers near the microphone.
- Make sure that you can see and hear the far-site participants.
- Speak in your normal voice without shouting.
- Use natural gestures when you speak.

Cleaning the Touch Screen

Periodically, you may need to clean the touch screen. Fingerprints tend to show up more on a color display.

Before you clean the touch screen, disable the screen so you do not activate phone features while you wipe the glass. While the touch screen is disabled, all soft keys are disabled. You can enable the touch screen again by pressing any key on the phone console.

To answer a call while the touch screen is disabled, pick up the handset. Or, to use the speakerphone, press SP PHONE, and then tap the **Answer** soft key.

To clean the touch screen:

1. Tap ▤ > **Settings** > **Basic** > **Screen Clean**.

   The screen is disabled. The message “Touch screen is disabled. Press any key to exit” displays.
2. Wipe the glass with a clean, lint-free cloth.
3. To enable the touch screen again, press any key on the phone console.

2

Customizing Your Phone

You can customize your Polycom VVX 1500 C Business Media Phone for Cisco Unified Communications Manager (SIP) by adjusting certain settings, such as how the time and date display and the ring type you use for incoming calls. You can also customize your phone's directory, specify how to handle calls from contacts, change the background image that displays, or enable a screen saver.

This chapter provides basic operating instructions for customizing your phone. The topics include:

- Configuring Basic Settings on page 2-2
- Muting the Microphone on page 2-42
- Adjusting the Volume on page 2-43
- Using Call Lists on page 2-43
- Managing Contacts on page 2-46
- Managing Incoming Calls on page 2-64
- System Customizations on page 2-67

Some phone customizations are performed by your system administrator. These include:

- Supporting Multiple Lines on page 2-68
- Supporting Multiple Line Keys Per Line on page 2-70
- Supporting Shared Lines on page 2-71

To read about the phone's basic features, see Using the Basic Features of Your Phone on page 3-1. To read about the phone's advanced features, see Using the Advanced Features of Your Phone on page 4-1.

If you require additional information or assistance with your new phone, contact your system administrator.

Configuring Basic Settings

This section outlines the basic settings you can configure through the Main Menu. The topics include:

- Changing the Language on page 2-3
- Changing the Appearance of Time and Date on page 2-3
- Enabling Headset Memory Mode on page 2-7
- Using Electronic Hookswitch on page 2-8
- Updating the Background Picture on page 2-8
- Setting Up a Screen Saver on page 2-10
- Stopping and Disabling a Screen Saver on page 2-13
- Displaying the Pictures that are on Your USB Flash Drive on page 2-14
- Setting One of Your Own Pictures as the Background Picture on page 2-16
- Enabling the Phone to Automatically Answer Calls on page 2-16
- Setting the Call Rate for Video Calls on page 2-18
- Changing the Backlight Intensity on page 2-19
- Updating the Ring Tone on page 2-22
- Disabling and Stopping Video on page 2-25
- Updating Video Settings on page 2-26
- Updating Power Saving Settings on page 2-36

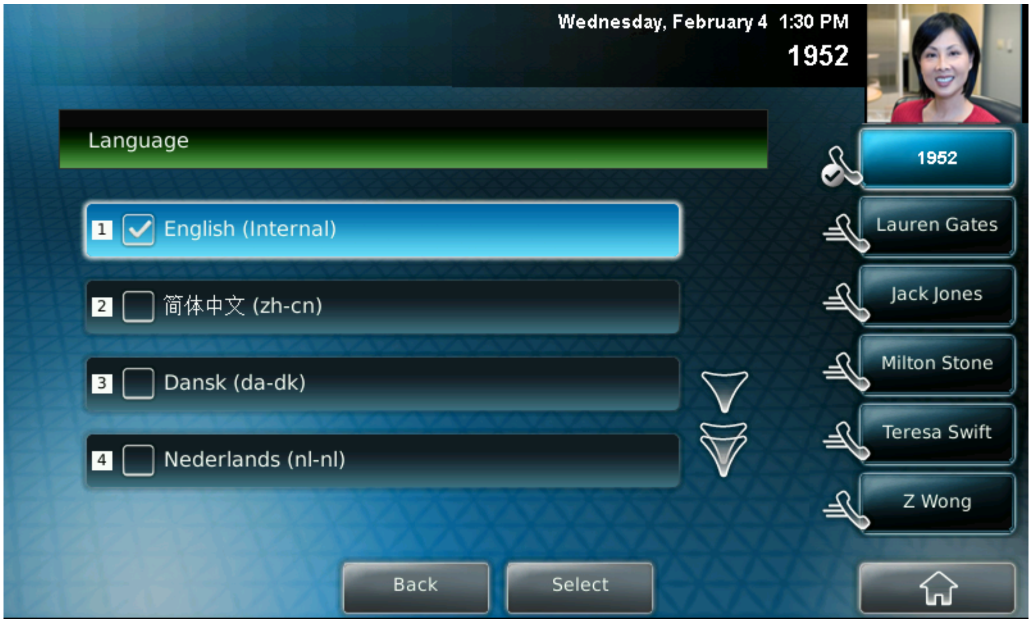
Changing the Language

Your phone supports several languages.

To change the language:

1. Tap ☰ > **Settings** > **Basic** > **Preferences** > **Language**.

   The Language screen displays.


Wednesday, February 4 1:30 PM
1952
Language
1 ☑ English (Internal)
2 ☐ 简体中文 (zh-cn)
3 ☐ Dansk (da-dk)
4 ☐ Nederlands (nl-nl)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Back
Select

2. Tap the language you want, and then tap the **Select** soft key.

   The text on the screen changes to the language that you selected.

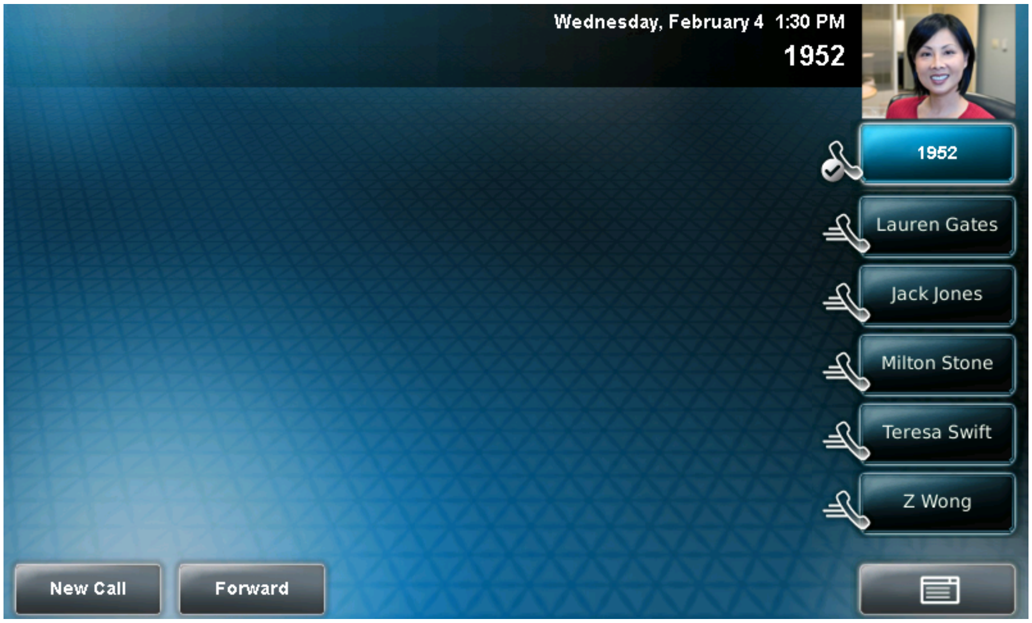
3. Tap ⌂ to return to the idle screen.

Changing the Appearance of Time and Date

The time and date appear on the graphic display of the phone. If the phone cannot obtain a time and date, the display will flash. Contact your system administrator if either the time or date is incorrect.

You can select from various formats for the time and date display, including whether the time or date displays first (clock order). You can also turn the time and date display off, so it doesn't display on the screen. Select and set options that are right for you.

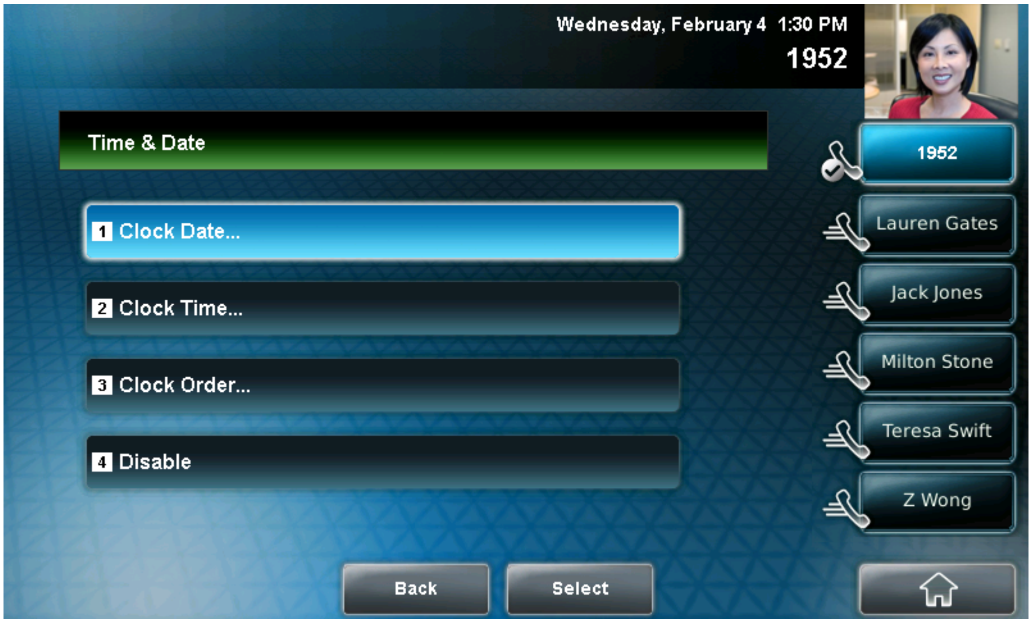
The following figure shows the default format for the time and date display.


Wednesday, February 4 1:30 PM
1952
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
New Call
Forward

To update the time and date display:

1. Tap ▤ > **Settings** > **Basic** > **Preferences** > **Time & Date**.

   The Time & Date screen displays.


Wednesday, February 4 1:30 PM
1952
Time & Date
1 Clock Date...
2 Clock Time...
3 Clock Order...
4 Disable
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Back
Select

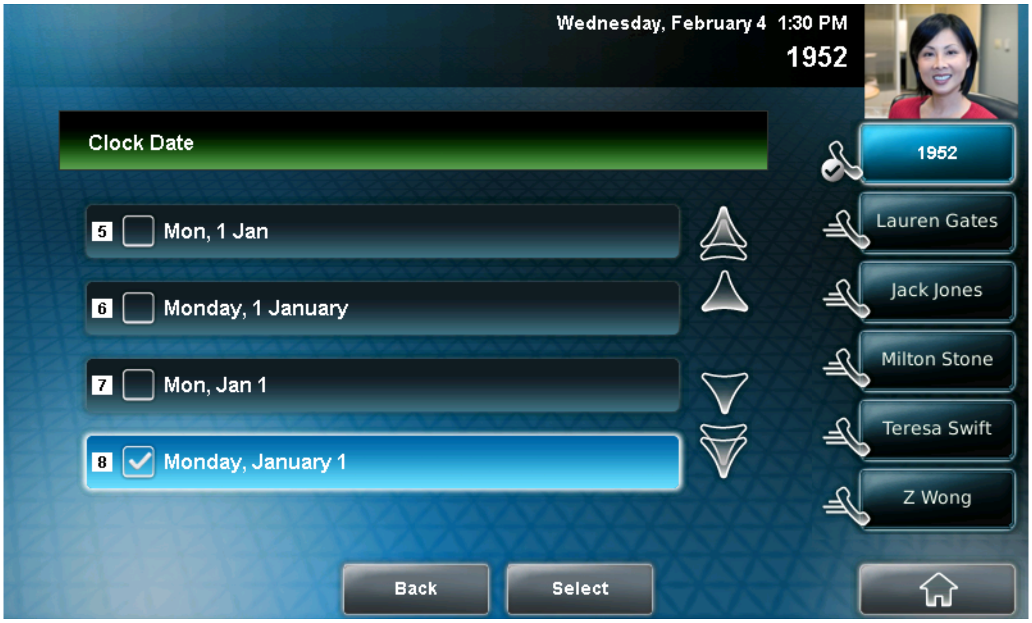
2. Do one of the following:

   – To change the date format, tap **Clock Date**.

   or

   – To change the time format, tap **Clock Time**.

   The Clock Date screen or the Clock Time screen displays.


Wednesday, February 4 1:30 PM
1952
Clock Date
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Back
Select

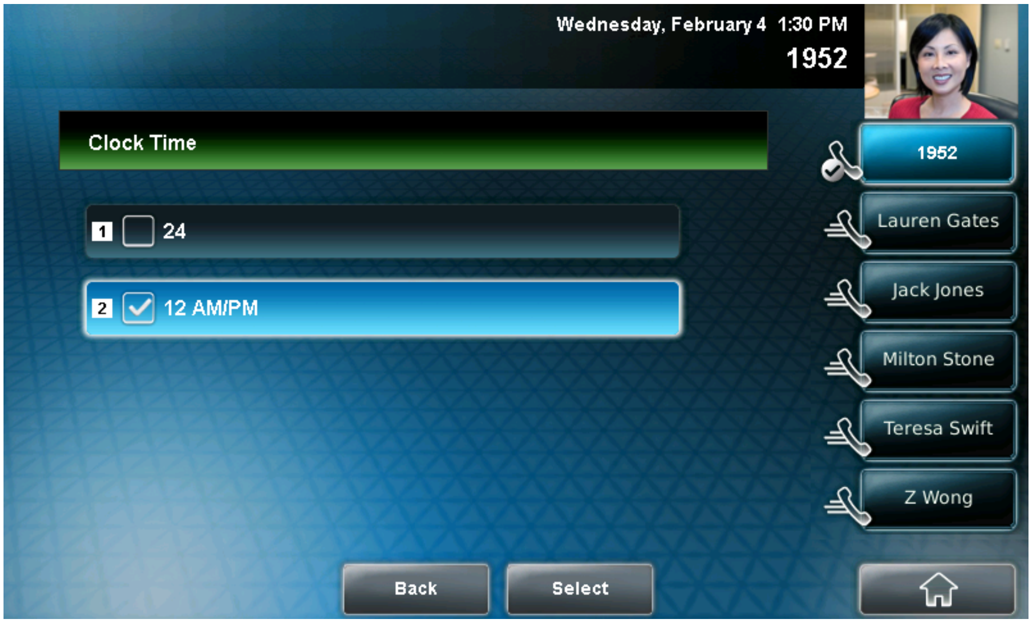
5 ☐ Mon, 1 Jan

6 ☐ Monday, 1 January

7 ☐ Mon, Jan 1

8 ☑ Monday, January 1

or


Wednesday, February 4 1:30 PM
1952
Clock Time
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Back
Select

1 ☐ 24

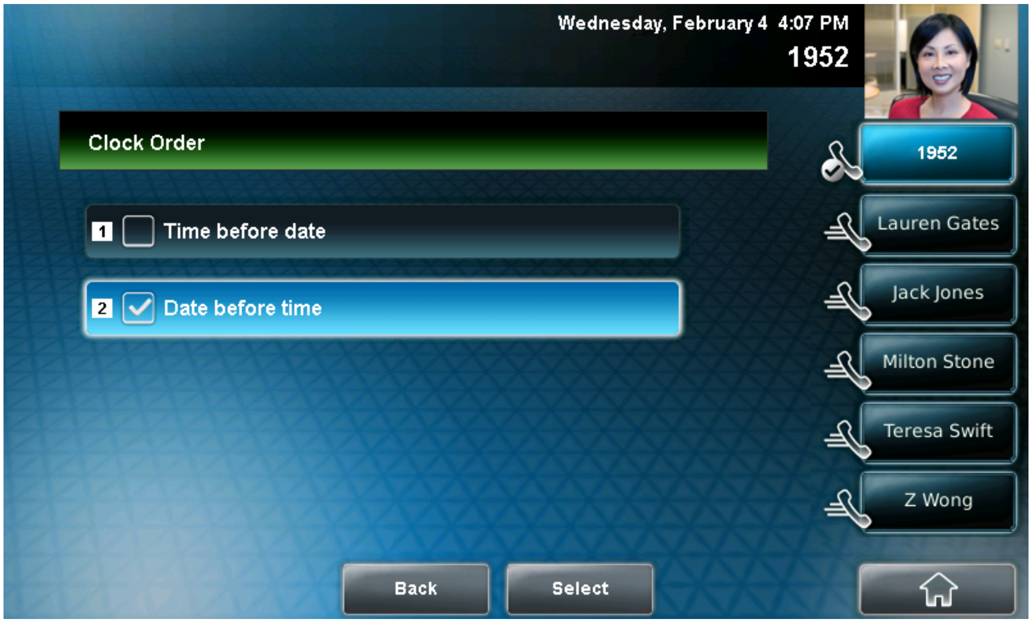
2 ☑ 12 AM/PM

3. Tap the format you want, and then tap the **Select** soft key.
4. Tap ⌂ to return to the idle screen.

To change the order of the time and date display:

1. Tap ▤ > **Settings** > **Basic** > **Preferences** > **Time & Date** > **Clock Order**.

   The Clock Order screen displays.


Wednesday, February 4 4:07 PM
1952
Clock Order
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Back
Select

1 ☐ Time before date
2 ☑ Date before time

2. Tap the clock order you want, and then tap the **Select** soft key.

   The default setting is date before time.

3. Tap ⌂ to return to the idle screen.

To enable or disable the time and date display:

1. Tap ▤ > **Settings** > **Basic** > **Preferences** > **Time & Date**.
2. From the Time & Date screen, do one of the following:
   - To disable the time and date display, tap **Disable**.

   or

   - To enable the time and date display, tap **Enable**.
3. Tap ⌂ to return to the idle screen.

Enabling Headset Memory Mode

POLYCOM

For a list of supported headsets, see Technical Bulletin 37477, *SoundPoint IP and Polycom VVX 1500 Headset Compatibility List*, at http://www.polycom.com/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html.

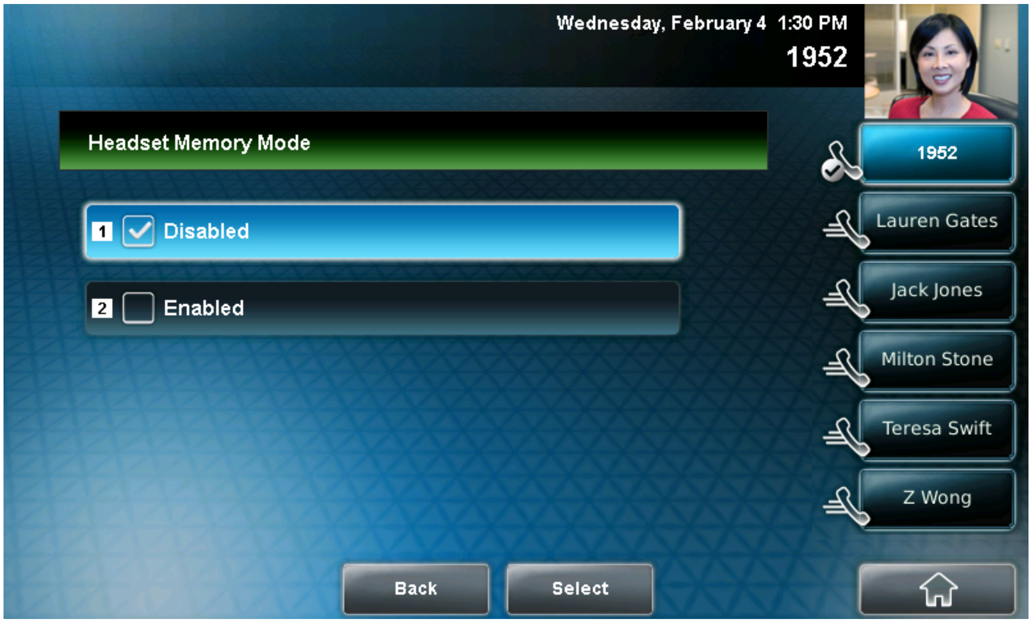
This feature is useful for permanent or full-time headset users. You can set up your phone so that all incoming and outgoing calls use your headset. At any time, you can switch to handset or speakerphone mode.

To use Headset Memory Mode, you must enable, and then activate, Headset Memory Mode. If you switch to handset or speakerphone mode, you deactivate Headset Memory Mode. To switch back to Headset Memory Mode, you must activate it again.

To enable Headset Memory Mode:

1. Tap ▤ > **Settings** > **Basic** > **Preferences** > **Headset** > **Headset Memory.**

   The Headset Memory Mode screen displays.



Headset Memory Mode

1 ☑ Disabled

2 ☐ Enabled

2. Tap **Enabled**, and then tap the **Select** soft key.

3. To activate Headset Memory Mode, press HEADSET twice.

All calls will now go to your headset. If you tap the Line Key with the flashing green status indicator or the **Answer** soft key to receive a call, the call will connect to your headset automatically.

If you switch to the speakerphone or the handset, you deactivate Headset Memory Mode (calls no longer automatically go to your headset, unless you choose this mode). To have calls go to your headset again, activate Headset Memory Mode by pressing HEADSET twice.

Using Electronic Hookswitch

For information on supported headsets to provide electronic hookswitch features to place, answer, and end calls, see Technical Bulletin 37477, *SoundPoint IP and Polycom VVX 1500 Headset Compatibility List*, at http://www.polycom.com/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html.

If you use a headset that supports electronic hookswitch, you can place, answer, and end calls by pressing the hookswitch button on your headset.

For detailed information about how to use electronic hookswitch, see Technical Bulletin 35150, *Using an Electronic Hookswitch with SoundPoint IP and Polycom VVX 1500 Phones*, at http://www.polycom.com/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html.

Updating the Background Picture

Note

Updating the background picture is an optional feature and may not be supported on your particular system. For more information, see your system administrator.

You can change the background picture that displays on your phone. By default, your screen displays a blue-patterned background that is named “Default.”

Your system administrator sets up the background images for your phone. If no background images are set up, only the blue-patterned background (“Default”) is available. If you want, you can set up a picture of your own as the background image. For more information, see Setting One of Your Own Pictures as the Background Picture on page 2-16.

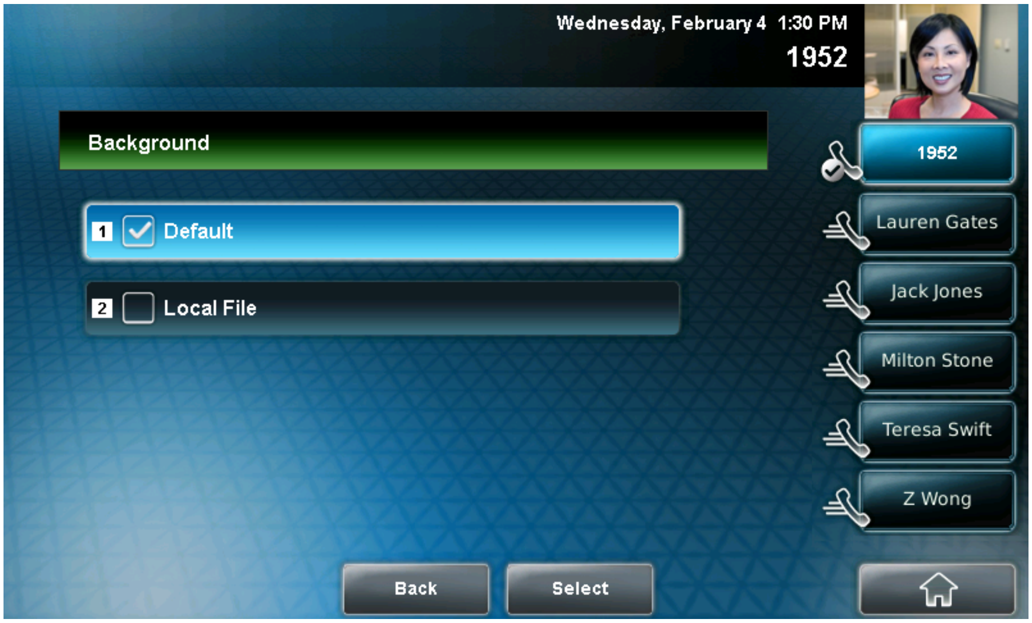
To update the background picture:

1. Tap > **Settings** > **Basic** > **Preferences** > **Background**.

   The Background screen displays.

Note Depending on how your system is set up, you may have to tap > **Settings** > **Basic** > **Preferences** > **Background** > **Select Background**. The Select Background screen displays instead.

The following figure shows a sample Background screen. (Your screen will have the Default option, as well as other options that your system administrator may have added to your phone. If you set an image on your USB flash drive as your background image, the image will display in the list as “Local File.”)


Wednesday, February 4 1:30 PM
1952
Background
1 ☑ Default
2 ☐ Local File
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Back
Select

2. Tap the background image you want, and then tap the **Select** soft key.
3. Tap to return to the idle screen.

Setting Up a Screen Saver

Note Adding a screen saver to your phone is an optional feature and may not be supported on your system. For more information, see your system administrator.

Note You may want to view your pictures like a slide show (or just view one picture) without setting up a screen saver that automatically starts each time your phone is idle a certain amount of time. This is the Picture Frame feature. For more information, see Displaying the Pictures that are on Your USB Flash Drive on page 2-14.

You can set up a screen saver to display the pictures stored on a USB flash drive. The screen saver will automatically start each time your phone is idle a certain amount of time. You can stop the screen saver at any time and return to the idle screen by tapping the touch screen. If your phone is idle again (for a specified period of time), the screen saver will start again.

To set up a screen saver of your pictures, you need to set up certain screen saver settings, place your pictures on a USB flash drive, and attach the USB flash drive to the phone. The phone can only display the screen saver when the USB flash drive is attached to the phone.

For a list of supported USB flash drives, see Technical Bulletin 38084, *Supported USB Devices for SoundPoint IP 650 and 670 and Polycom VVX 1500 Phones*, at http://www.polycom.com/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html.

For information on stopping and disabling a screen saver, see Stopping and Disabling a Screen Saver on page 2-13.

To set up a screen saver of your pictures:

1. Place one or more pictures on a USB flash drive, either in the root directory or in a folder.

   The pictures must have the following file type and size:

   File type: BMP, JPEG, or PNG

   Maximum size: 9999 x 9999 pixels

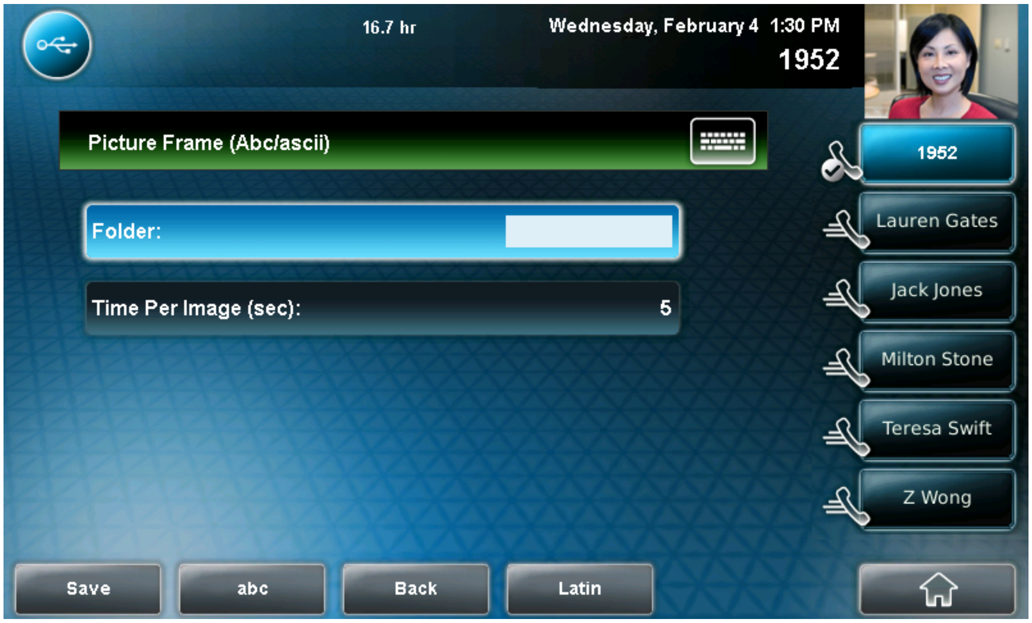
Note The phone will not display images that have a progressive JPEG, .JPE, or .JFIF format.

2. Attach the USB flash drive to your phone (see Connecting an Optional USB Flash Drive on page 1-9).

   The USB icon, , displays on the status bar on the touch screen.

3. Tap **> Settings** > **Basic** > **Preferences** > **Picture Frame**.

   The Picture Frame screen displays.



Picture Frame (Abc/ascii)

Folder:

Time Per Image (sec): 5

4. Specify the folder in which you stored your images on the USB flash drive, and the length of time you want each image to display:

   – In the **Folder** field, enter the name of the folder in which you placed your images on the USB flash drive.

     If you did not place the pictures in a folder (that is, you placed your pictures in the root directory), do not enter a folder name.

   – Tap the **Time Per Image** field, and then enter the number of seconds you want each picture to display.

     You can enter a minimum of 3 seconds and a maximum of 300 seconds. The default is 5 seconds.

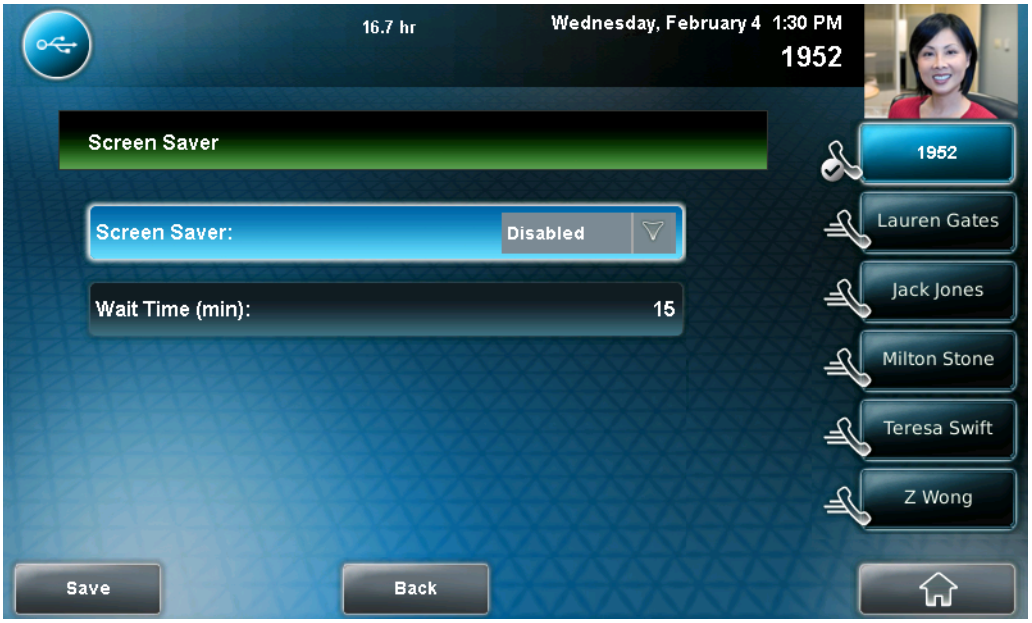
5. Tap the **Save** soft key.

   If the message "No pictures found" displays after you tap the Save soft key, there are no pictures in the folder you specified, or in the root directory (if you did not enter a folder name). Go back and make sure the information you entered is correct.

6. Tap ⌂ to return to the idle screen.

7. From the idle screen, tap ☰ > **Settings** > **Basic** > **Preferences** > **Screen Saver**.

   The Screen Saver screen displays.



Screen Saver

Screen Saver: Disabled

Wait Time (min): 15

16.7 hr
Wednesday, February 4 1:30 PM
1952
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Save
Back

8. Do the following:

   – Tap the **Screen Saver** field's highlighted box. From the drop-down list, tap **Enabled** to enable a screen saver.

   – Tap the **Wait Time** field, and then enter the number of minutes the phone should wait after no activity before displaying the screen saver.

     You can enter a minimum of 1 minute and a maximum of 9999 minutes. The default is 15 minutes.

9. Tap the **Save** soft key.

10. Tap ⌂ to return to the idle screen.

After the number of minutes you specified in the Wait Time field, your phone will display the screen saver.

You can stop the screen saver at any time by tapping the touch screen (but the screen saver will re-start if your phone is idle again).

Stopping and Disabling a Screen Saver

You can stop a screen saver at any time, and display the idle screen, by tapping the touch screen. After your phone is idle for the specified period of time, the screen saver will start again.

You can disable a screen saver (that is, prevent it from starting, even if your phone has been idle for the specified period of time) by doing the following:

- Removing the USB flash drive.

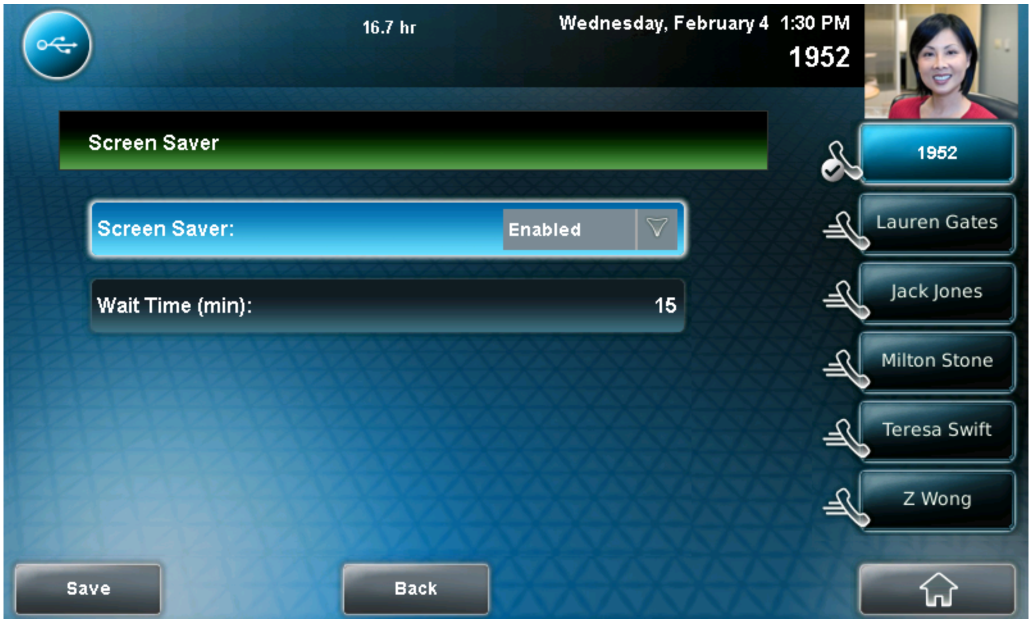
  The screen saver will not display until you attach the USB flash drive again (and your phone has been idle for the period of time you specified).

- Disabling the **Screen Saver** setting. When you disable the setting, the screen saver will not display, even though the USB flash drive is still attached.

To disable the Screen Saver setting:

1. Tap > **Settings** > **Basic** > **Preferences** > **Screen Saver**.

   The Screen Saver screen displays.


16.7 hr
Wednesday, February 4 1:30 PM
1952
Screen Saver
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Save
Back

Screen Saver: Enabled

Wait Time (min): 15

2. Tap the **Screen Saver** field's highlighted box. From the drop-down list, tap **Disabled** to disable the screen saver.
3. Tap the **Save** soft key.
4. Tap to return to the idle screen.

Displaying the Pictures that are on Your USB Flash Drive

You can view the pictures that are stored on your USB flash drive at any time, without setting up a screen saver that automatically starts each time your phone is idle a certain amount of time. This is called the Picture Frame feature. You can display your pictures as thumbnails, one-by-one (like a slide show), or display just one picture. When you decide to stop viewing your pictures, the idle screen displays, and your pictures will not display again until you choose to display them (unless a screen saver is set up, or you enable a screen saver).

Before you can display your pictures, confirm the following:

- Your pictures are on the USB flash drive, and the USB flash drive is attached to your phone.
- You have specified the folder the pictures are in on your USB flash drive.

For information on how to place pictures on a USB flash drive, connect the USB flash drive to your phone, and specify a folder, see Setting Up a Screen Saver on page 2-10.

To display the pictures on your USB flash drive:

>> Do one of the following:

– From the idle screen, tap > **Picture Frame**.

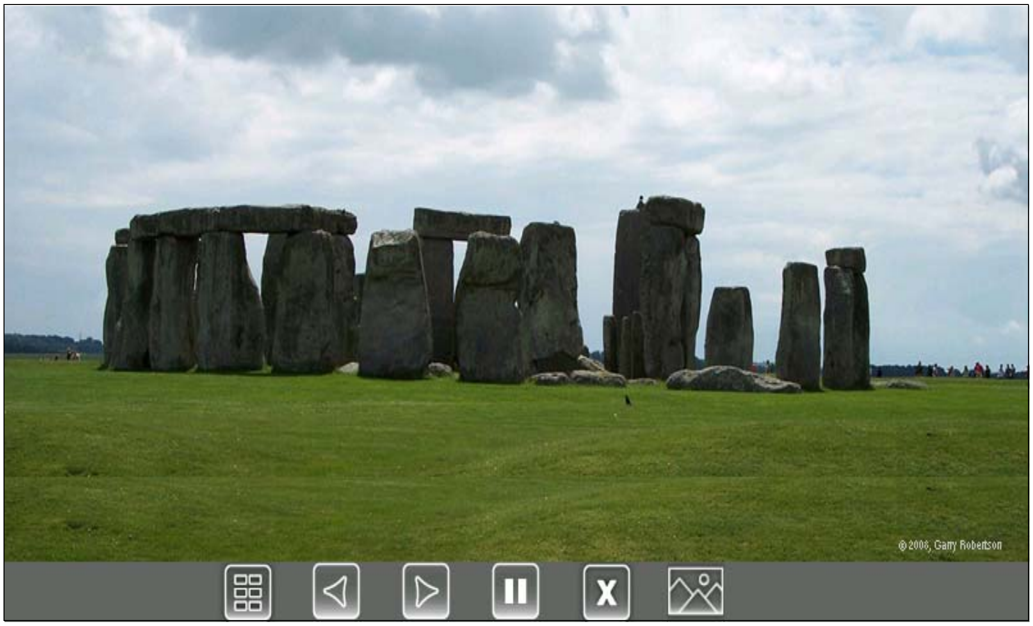
or

– Tap > **Features** > **Removable Storage Media** > **Picture Frame.**

Your pictures will display one-by-one (like a slide show). Six keys display beneath your pictures.

The following figure shows a picture that is stored on a USB flash drive, and the six keys that display so you can display the pictures on your USB flash drive as thumbnails, one-by-one, or one picture only.

The sixth key, 🖼, allows you to set the picture as the background image for your phone (see Setting One of Your Own Pictures as the Background Picture on page 2-16).



- To view thumbnails of your pictures, tap ⊞.
- To go to the previous picture, tap ◁.
- To go to the next picture, tap ▷.
- To pause and display the current picture only, tap ⏸. To display the pictures one-by-one again, tap ▶.
- To stop displaying the pictures and return to the idle screen, tap X. The pictures will not display again until you access the Picture Frame feature again (unless you have a screen saver set up, or you enable one).
- To set the picture that currently displays as the background picture for your phone, tap 🖼.

Note To remove the six keys from the touch screen, tap the touch screen. To display the six keys again, tap the touch screen again.

Setting One of Your Own Pictures as the Background Picture

You can set a picture that is stored on your USB flash drive as the background picture on your phone. When you set one of your pictures as the background picture, the picture will display as “Local File” in the Backgrounds list (see Updating the Background Picture on page 2-8).

Before you can set a picture on your USB flash drive as the background picture, confirm the following:

- The picture is on the USB flash drive, and the USB flash drive is attached to your phone.
- You have specified the folder the picture is in on your USB flash drive.

For more information on placing a picture on your USB flash drive, connecting the USB flash drive to your phone, and specifying a folder, see Setting Up a Screen Saver on page 2-10 .

To set a picture on your USB flash drive as the background picture on your phone:

1. Do one of the following:
   - From the idle screen, tap > **Picture Frame**.

   or

   - Tap ▤ > **Features** > **Removable Storage Media** > **Picture Frame.**

   Your pictures will display, one-by-one.
2. To set a picture as the background picture for your phone, wait for the picture to display, and then tap 🖼. Or, tap ◁ or ▷ to display the picture, and then tap 🖼.

To re-set the default background image, see Updating the Background Picture on page 2-8, but select **Default** for the background image.

Enabling the Phone to Automatically Answer Calls

You can enable the phone to automatically answer a call, so you don’t have to tap a soft key, Line Key, or other key to answer the call. If you enable this feature, the call automatically directs to your speakerphone after a certain number of rings. Your system administrator sets how many times your phone rings before the call is auto-answered.

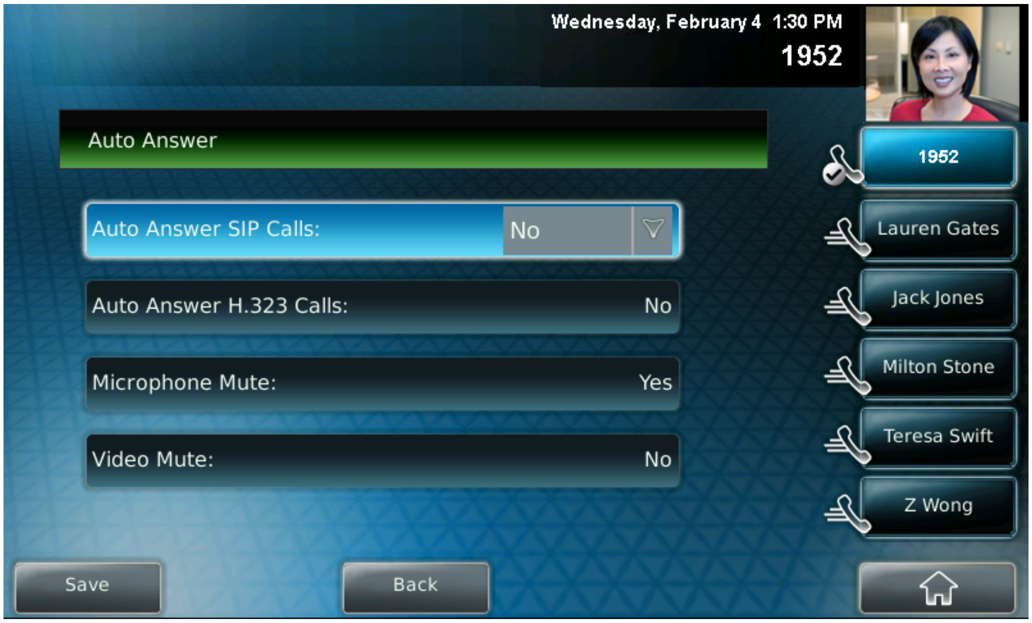
You can choose to mute the phone's microphone (so the caller cannot hear you), as well as mute video (so the caller cannot see you), when your phone automatically answers calls. To unmute the call, press . To transmit video, see Handling Video Calls on page 3-3.

If you enable auto answer and an incoming calls arrives (indicated by a flashing green status indicator on the Line Key) while you are already in a call, the incoming call will be automatically answered if you end the current call or place it on hold.

To enable your phone to automatically answer calls:

1. Tap > **Settings** > **Basic** > **Preferences** > **Auto Answer**.

   The Auto Answer screen displays.



Auto Answer

Auto Answer SIP Calls: No

Auto Answer H.323 Calls: No

Microphone Mute: Yes

Video Mute: No

2. Do the following:

   – To enable your phone to automatically answer SIP calls, tap **Auto Answer SIP Calls**, and then tap the field's highlighted grey box. From the drop-down list, tap **Yes**. (The default setting is No.)

   – To enable your phone to automatically answer all H.323 calls, tap **Auto Answer H.323 Calls**, and then tap the field's highlighted grey box. From the drop-down list, tap **Yes**. (The default setting is No.) (This field only displays if your phone supports the H.323 protocol. For more information, see Placing Calls Using the H.323 Protocol on page 4-2.)

   – To mute the microphone for all auto-answered calls (so that the incoming caller cannot hear you), tap **Microphone Mute**, and then tap the field's highlighted grey box. From the drop-down list, tap **Yes**. (The default setting is Yes.)

   – To mute the video when video calls are auto-answered (so that the incoming caller cannot see you), tap **Video Mute**, and then tap the field's highlighted grey box. From the drop-down list, tap **Yes**. (The default setting is No.)

3. Tap the **Save** soft key.
4. Tap ▤ to return to the idle screen.

Setting the Call Rate for Video Calls

Note

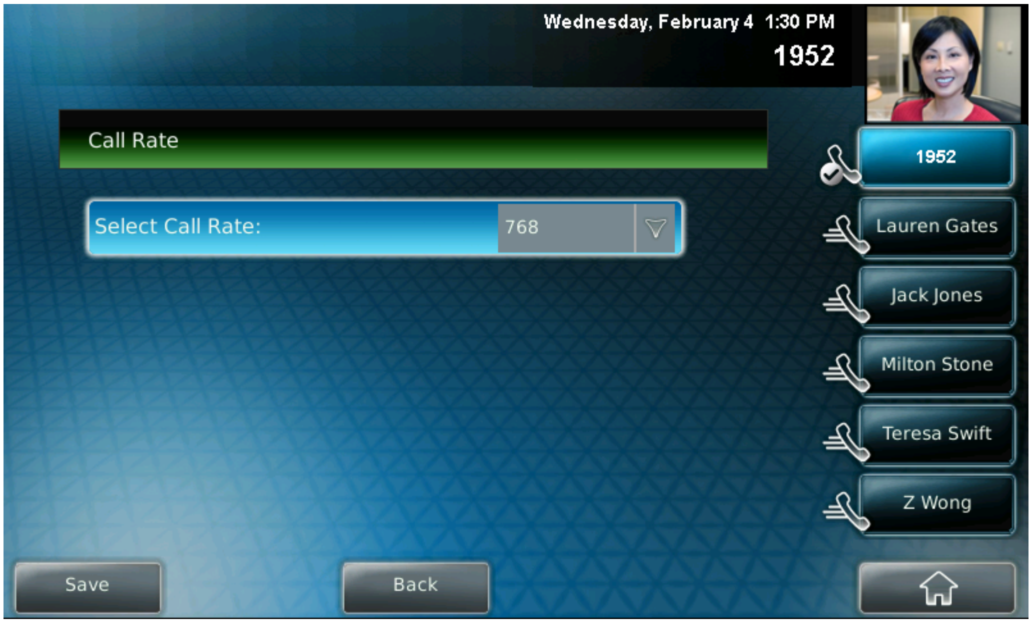
Your system administrator can set a maximum call rate for video calls. If your system administrator sets a call rate limit, you will not be able to select a call rate above this limit.

You can set the maximum bandwidth to use for a video call. The default is 768 kbps. The call rate you select applies to your next video call.

To set the maximum bandwidth to use for video calls:

1. Tap ▤ > **Settings** > **Basic** > **Call Rate**.

   The Call Rate screen displays.



Select Call Rate: 768

2. Tap the field's highlighted grey box. From the drop-down list, tap the maximum call rate you want to use for video calls. (To scroll through all the call rates, tap one of the scroll arrows.)

   You can choose a call rate between 128 kbps and 1024 kbps. (The default setting is 768 kbps.)
3. Tap the **Save** soft key.
4. Tap ▤ to return to the idle screen.

Changing the Backlight Intensity

Backlight intensity on the phone has three components:

- Backlight On
- Backlight Idle
- Maximum Intensity

You can modify the Backlight On intensity and the Backlight Idle intensity separately. You can select high, medium, low, and off levels for both.

When you modify the Maximum Intensity, you modify the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high levels for both Backlight On and Backlight Idle intensities decrease.

The Backlight On intensity applies to following events:

- Any key press
- Incoming calls
- Ending a call, holding a call, resuming a call by the other party
- A voice message received

If you do not press any keys on the phone, after 20 seconds of the backlight turning on, the backlight dims (or changes) to medium in the following cases:

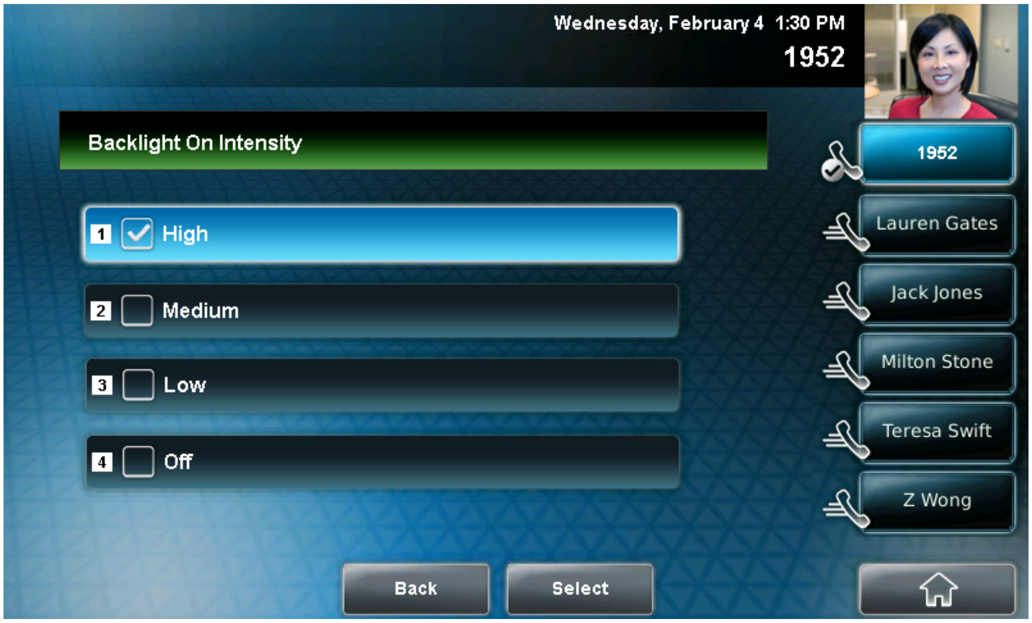
- A call is in progress
- A call is on hold
- There is an incoming call (ringing)
- There is an outgoing call (ringing back)
- Any menu shows on the display

In all other cases, the Backlight Idle intensity applies.

To modify the backlight intensity:

1. Tap ▤ > **Settings** > **Basic** > **Backlight Intensity.**
2. Tap **Backlight On Intensity**.

   The Backlight On Intensity screen displays.

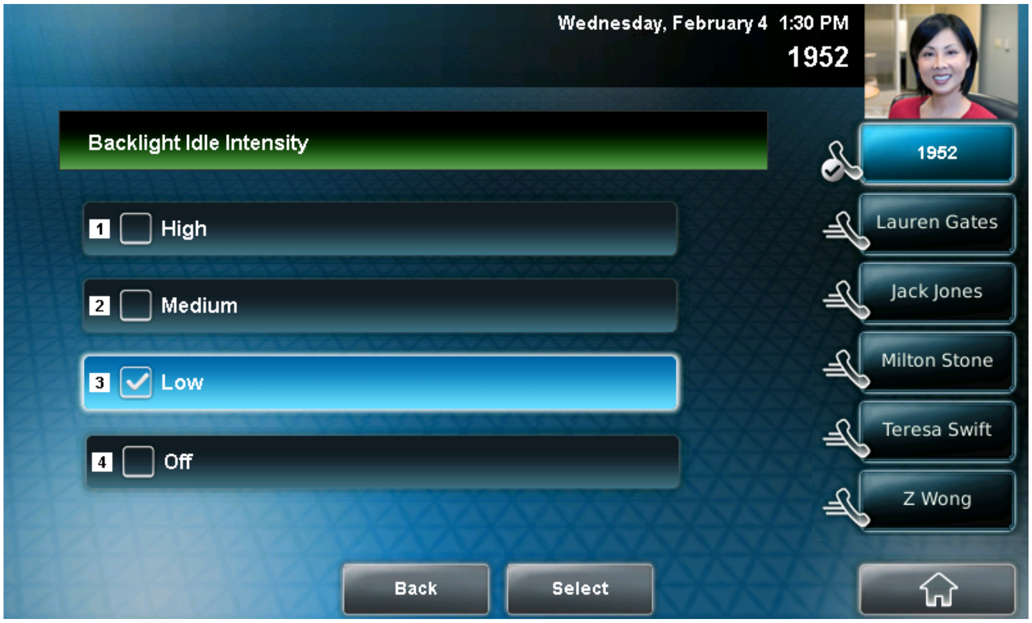

Wednesday, February 4 1:30 PM
1952
Backlight On Intensity
1 ☑ High
2 ☐ Medium
3 ☐ Low
4 ☐ Off
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Back
Select

3. Tap the intensity you want, tap the **Select** soft key, and then tap the **Save** soft key.

   The default level is High.

4. Tap **Backlight Idle Intensity**.

   The Backlight Idle Intensity screen displays.



Wednesday, February 4 1:30 PM

1952

Backlight Idle Intensity

1 ☐ High

2 ☐ Medium

3 ☑ Low

4 ☐ Off

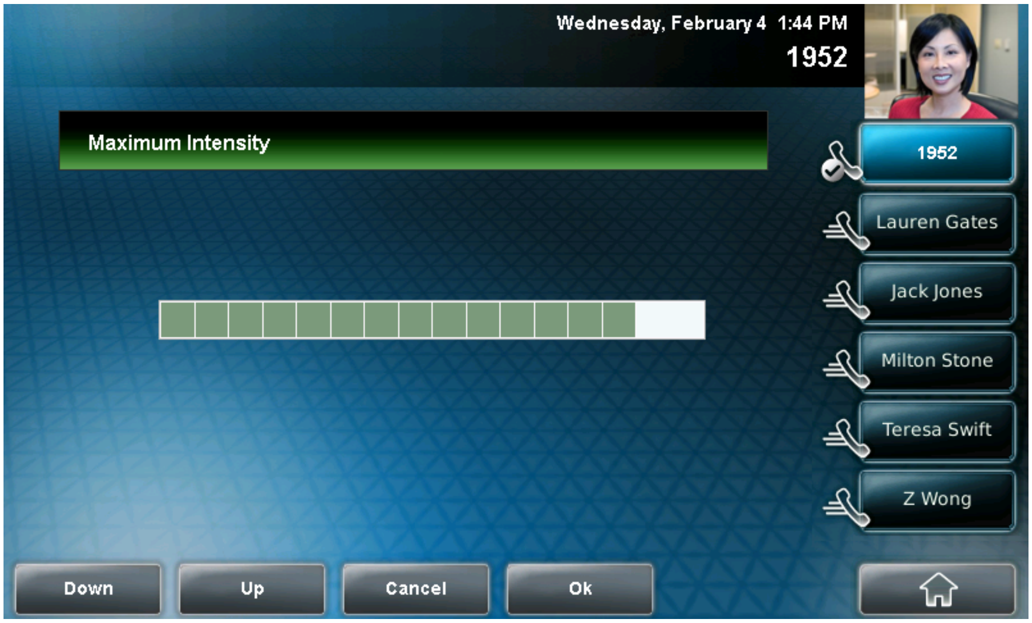
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Back
Select

5. Tap the intensity you want, tap the **Select** soft key, and then tap the **Save** soft key.

   The default level is Low.

6. Tap **Maximum Intensity**.

   The Maximum Intensity screen displays.



Wednesday, February 4 1:44 PM

1952

Maximum Intensity

1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Down
Up
Cancel
Ok

7. Tap the **Up** or **Down** soft keys to increase or decrease the backlight intensity.
8. Tap the **Ok** soft key.
9. Tap ⌂ to return to the idle screen.

Updating the Ring Tone

You can select from many different ring types to distinguish lines or to distinguish your phone from your neighbor's phone. You can also set distinctive incoming ring tones for contacts in your local directory so you can identify callers when your phone rings.

Selecting a Ring Tone for Your Phone

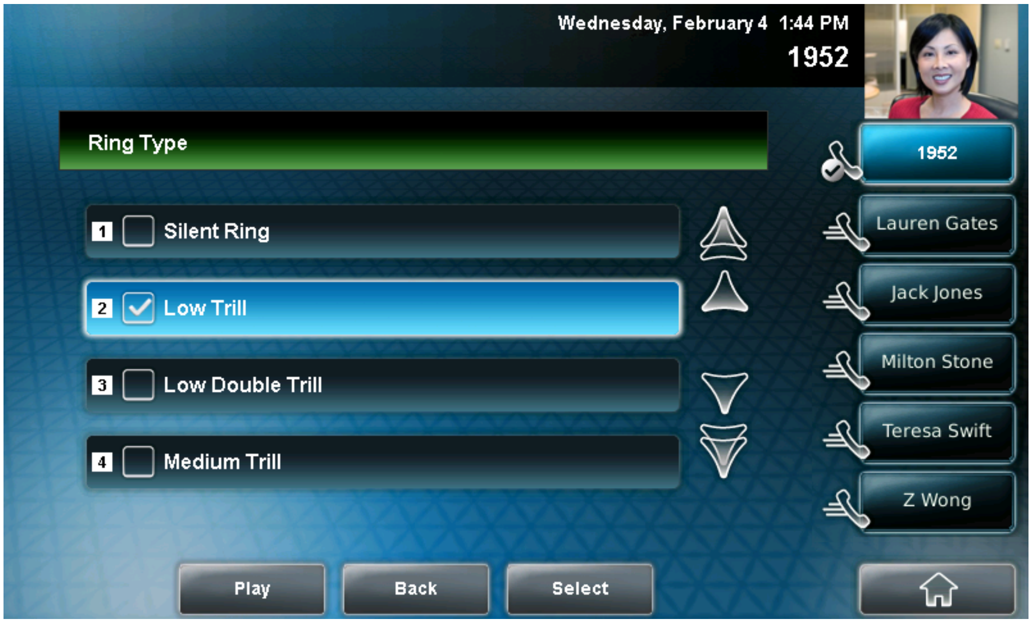
You can choose a distinctive ring tone for your phone to identify it when it rings. Or, you can choose distinctive ring tones for different lines on your phone.

To select a ring tone for your phone or a specific line:

1. Tap ▤ > **Settings** > **Basic** > **Ring Type**.

   The Ring Type screen displays.

   (If multiple lines are configured on your phone, the Line Select screen displays instead, and you have to select the line to which to apply the ring type. Then, the Ring Type screen displays.)



Ring Type

1 ☐ Silent Ring

2 ☑ Low Trill

3 ☐ Low Double Trill

4 ☐ Medium Trill

2. Tap the ring type you want, and then tap the **Select** soft key. To hear the ring type before you change it, tap the **Play** soft key.

   The default ring type is Low Trill.

3. Tap ⌂ to return to the idle screen.

Note If you set up your phone with a silent ring, tap the ringing Line Key or the **Answer** soft key to answer the call. If your handset is off hook, the call is routed to the handset. If your handset is on hook, the call is routed to the speaker.

Setting Ring Tones for Contacts

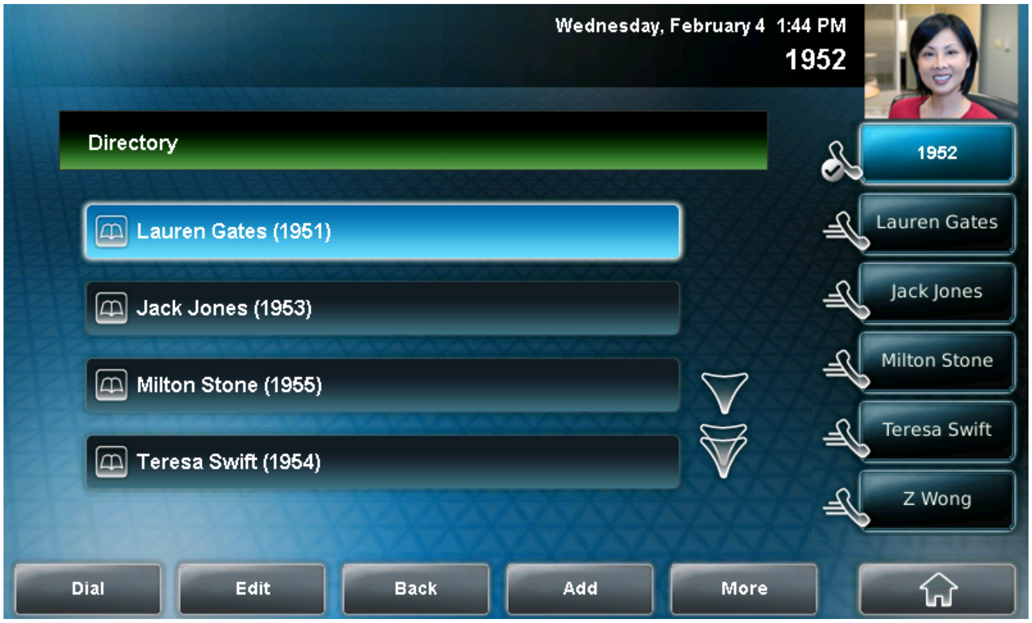
Note Your company's settings may override this feature. For more information, contact your system administrator.

You can set a distinctive ring tone for each contact in your Contact Directory so you can distinguish callers.

To set a distinctive ring tone for a contact:

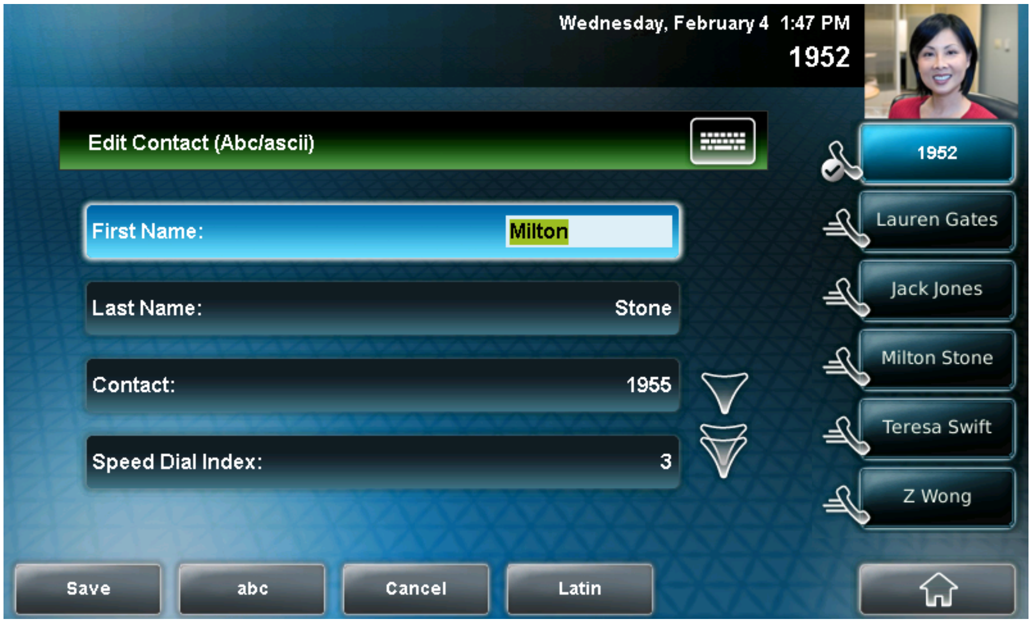
1. Tap ▤ > **Features** > **Contact Directory**.

   The Directory screen displays.


Wednesday, February 4 1:44 PM
1952
Directory
Lauren Gates (1951)
Jack Jones (1953)
Milton Stone (1955)
Teresa Swift (1954)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Dial
Edit
Back
Add
More

2. Tap the contact for whom you want to assign a distinctive ring tone, and then tap the Edit soft key.

   The Edit Contact screen displays.


Wednesday, February 4 1:47 PM
1952
Edit Contact (Abc/ascii)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Save
abc
Cancel
Latin

First Name: Milton

Last Name: Stone

Contact: 1955

Speed Dial Index: 3

3. Tap the **Ring Type** field, and then enter a number corresponding to one of the ring types available.

Note

To exit this screen and determine the number associated with a ring type, press the **Menu** key twice, and then tap **Settings** > **Basic** > **Ring Type**. Each ring type has a number associated with it.

4. Tap the **Save** soft key.

5. Tap ⌂ to return to the idle screen.

Disabling and Stopping Video

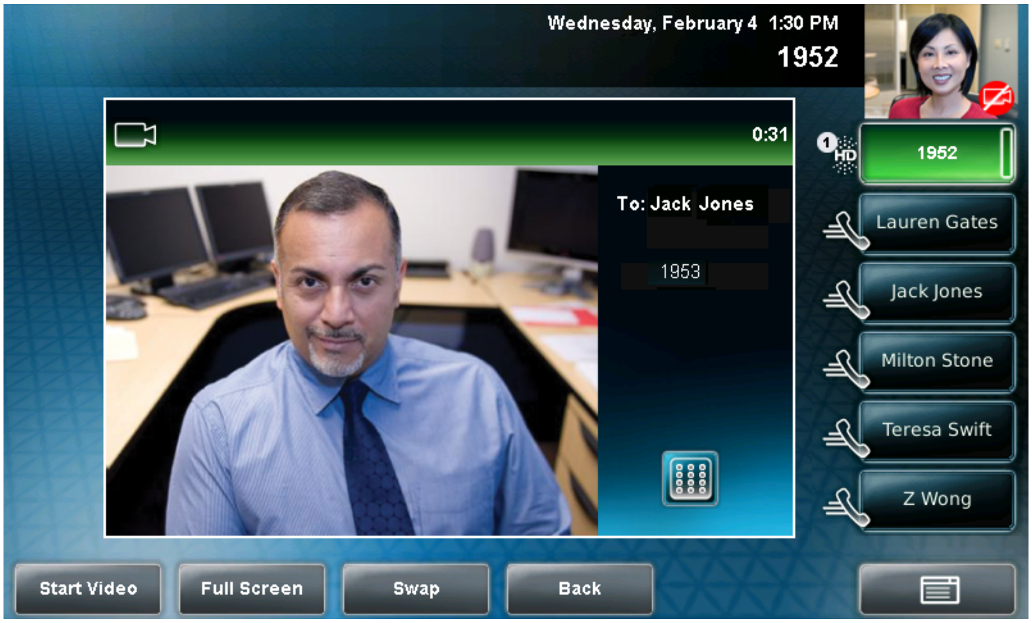
You can disable or stop the transmission of near-site video. However, you cannot disable or stop far-site video. If your phone receives far-site video, your phone always displays far-site video.

By default, your phone always transmits near-site video, unless you do the following:

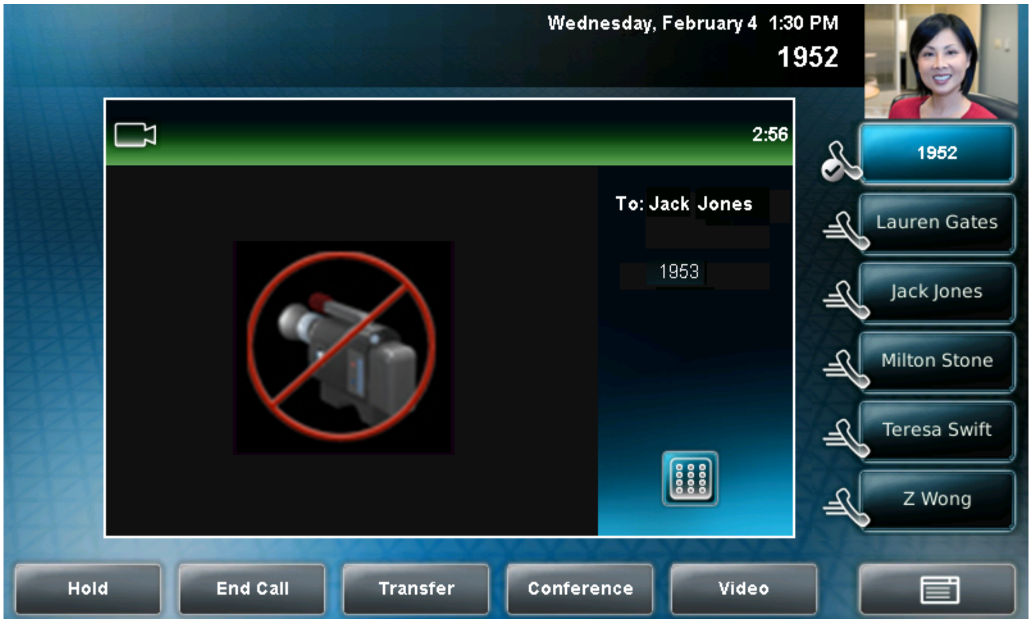
- Stop the transmission of near-site video on a call-by-call basis. During a call, you can choose to start and stop video at any time. For more information, see Handling Video Calls on page 3-3.
- Disable your phone from automatically transmitting near-site video at the start of all calls. (If you disable your phone in this way, you still have the option to start and stop video during the call.) For more information, see Updating Video Settings on page 2-26.

If you stop or disable video, 🚫 will display next to near-site video.

The following figure shows what the touch screen looks like when you stop or disable video.


Wednesday, February 4 1:30 PM
1952
0:31
To: Jack Jones
1953
1
HD
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Start Video
Full Screen
Swap
Back

The following figure shows what the touch screen looks like when the far-site stops or disables video.


Wednesday, February 4 1:30 PM
1952
2:56
To: Jack Jones
1953
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Hold
End Call
Transfer
Conference
Video

Note Your system administrator can configure your phone so that your phone cannot transmit and receive video at all, even on a call-by-call basis.

Updating Video Settings

Note When you adjust video settings, the changes will affect the next call.

Video settings allow you to update:

- Video Call Settings—to enable or disable near-site video at the start of all calls, and to choose to display incoming video calls on the full screen or in the window in the center of the touch screen. See Updating Video Call Settings on page 2-27.
- Video Screen Mode—to change the way video appears in the window in the center of the screen and on the full screen. See Updating the Way Video Displays in the Window in the Center of the Screen and on the Full Screen on page 2-30.
- Local Camera View—to view full screen video with or without the PIP, and whether the PIP should display next to, or over, the full screen video. See Updating the Way the PIP displays on page 2-31.
- Camera Settings—to change the clarity of near-site video, including the brightness, contrast, and sharpness. See Updating Camera Settings on page 2-34.

Updating Video Call Settings

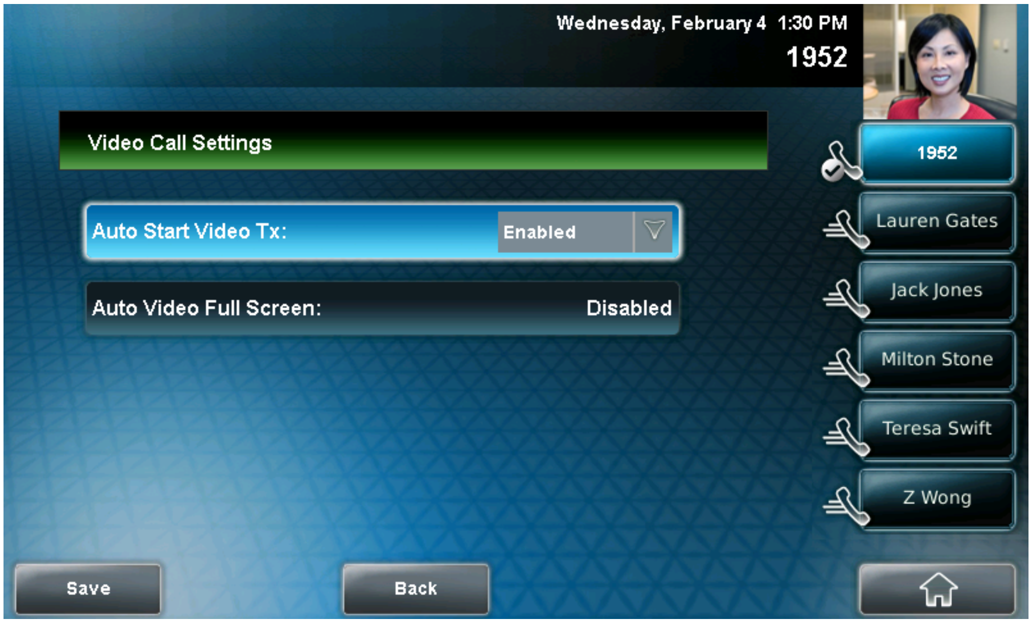
You can customize video in these ways:

- Disable video so that your phone does not transmit near-site video for all calls.
- Choose to view all incoming video calls using a full screen layout.

To change the video settings:

1. Tap ▤ > **Settings** > **Basic** > **Video** > **Video Call Settings**.

   The Video Call Settings screen displays.


Wednesday, February 4 1:30 PM
1952
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Save
Back

Video Call Settings

Auto Start Video Tx: Enabled

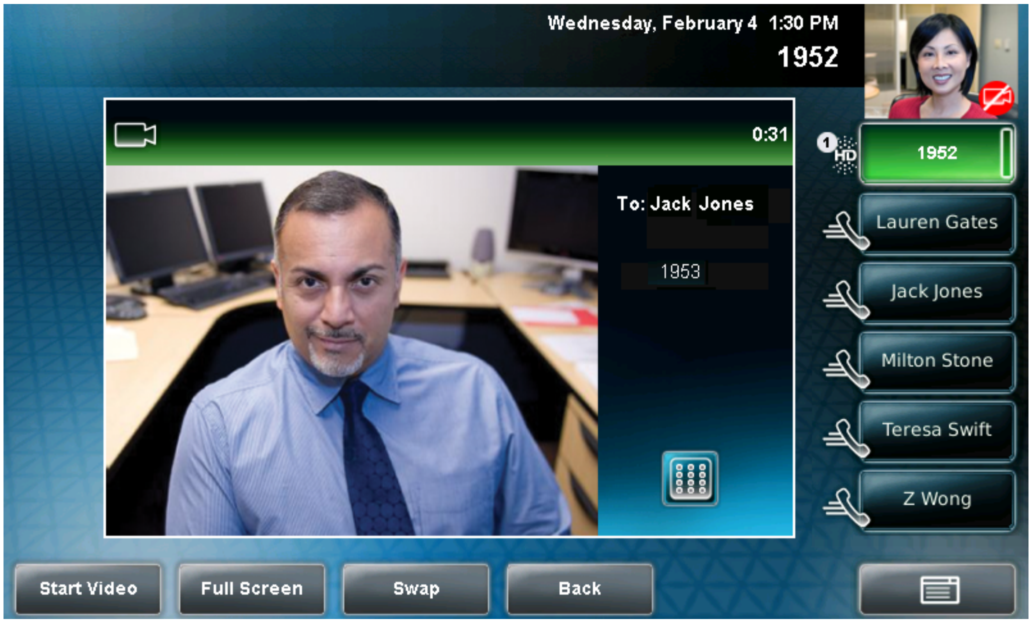
Auto Video Full Screen: Disabled

2. Tap, and then adjust, the following video settings:

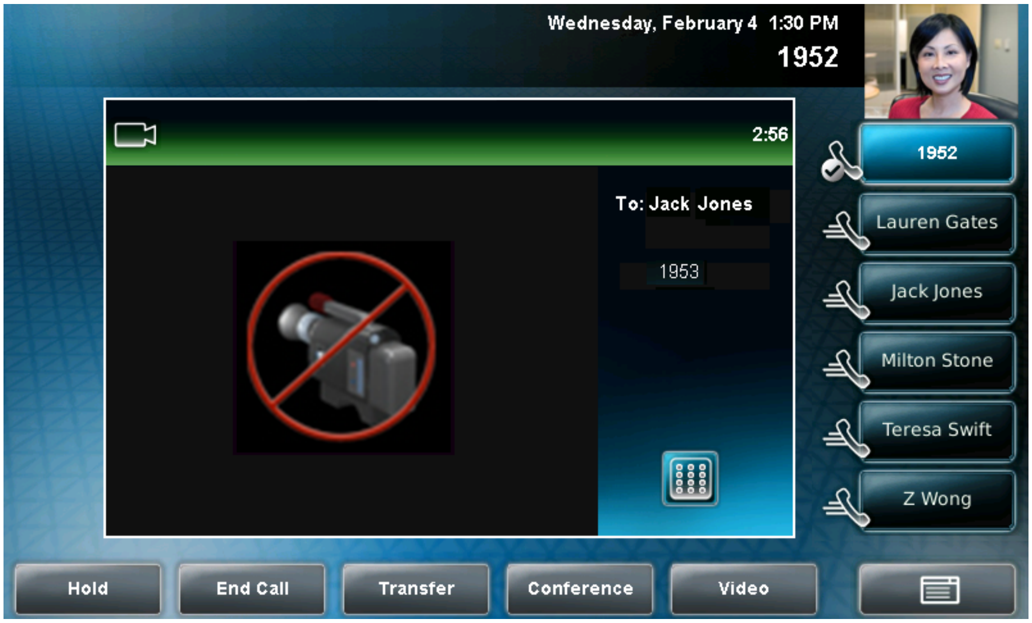
   – **Audio Start Video Tx**

     This setting automatically enables your phone to transmit video at the start of all calls. When disabled, your phone will not automatically transmit video at the start of all calls, and ⊘ will display next to near-site video during video calls.

The following figure shows what the touch screen looks like during a video call when the setting is disabled.


Wednesday, February 4 1:30 PM
1952
0:31
To: Jack Jones
1953
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Start Video
Full Screen
Swap
Back

The following figure shows what the touch screen looks like when the far site has disabled the setting.


Wednesday, February 4 1:30 PM
1952
2:56
To: Jack Jones
1953
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Hold
End Call
Transfer
Conference
Video

To enable or disable this setting, tap the Auto Start Video Tx field's highlighted box. From the drop-down list, tap **Enabled** or **Disabled**.

The default setting is Enabled.

Note

If you disable this setting, you can still transmit video on a call-by-call basis. To transmit video during a specific call, see Handling Video Calls on page 3-3. However, your phone will not automatically transmit video at the start of the next call, unless you enable the setting beforehand.

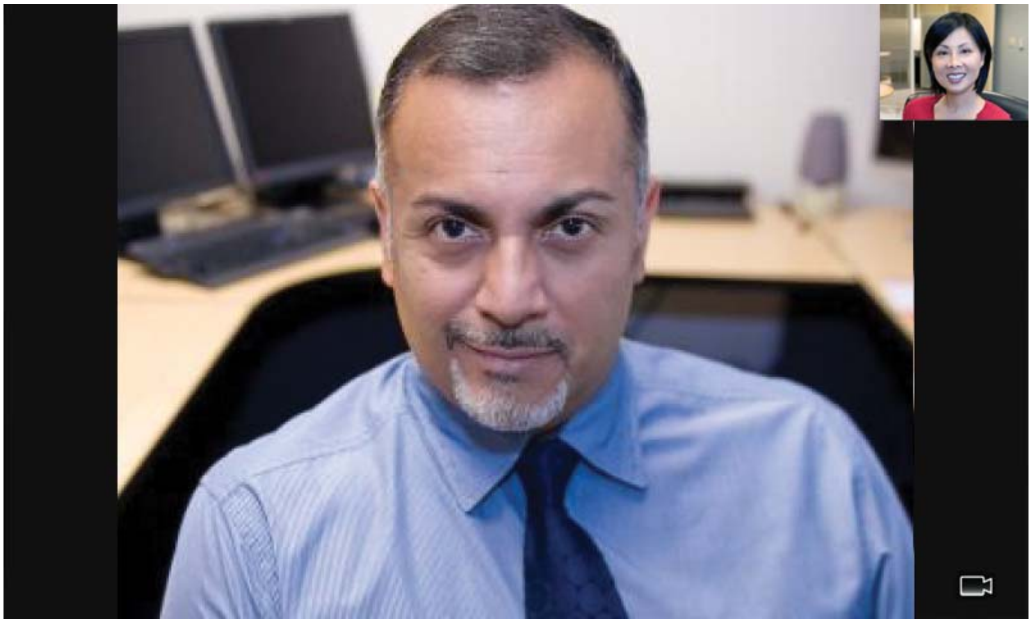
If you enable or disable this setting, the change will affect the next call, not the current call.

- **Auto Video Full Screen**

  This setting automatically enables your phone to display far-site video on the full screen when you answer a call from a video endpoint. When you disable this setting, far-site video will display in the window in the center of the touch screen.

  To enable or disable this setting, tap the field name, and then tap the field's highlighted box. From the drop-down list, tap **Enabled** or **Disabled**.

  The following figure shows what displays when you enable your phone to display far-site video on the full screen when you answer a call from a video endpoint. (Depending on the video endpoint, you may or may not see black bars.)



Updating the Way Video Displays in the Window in the Center of the Screen and on the Full Screen

Adjust the appearance of video images so that the video that displays in the window in the center of the touch screen, and on the full screen, display normal, full, or cropped images.

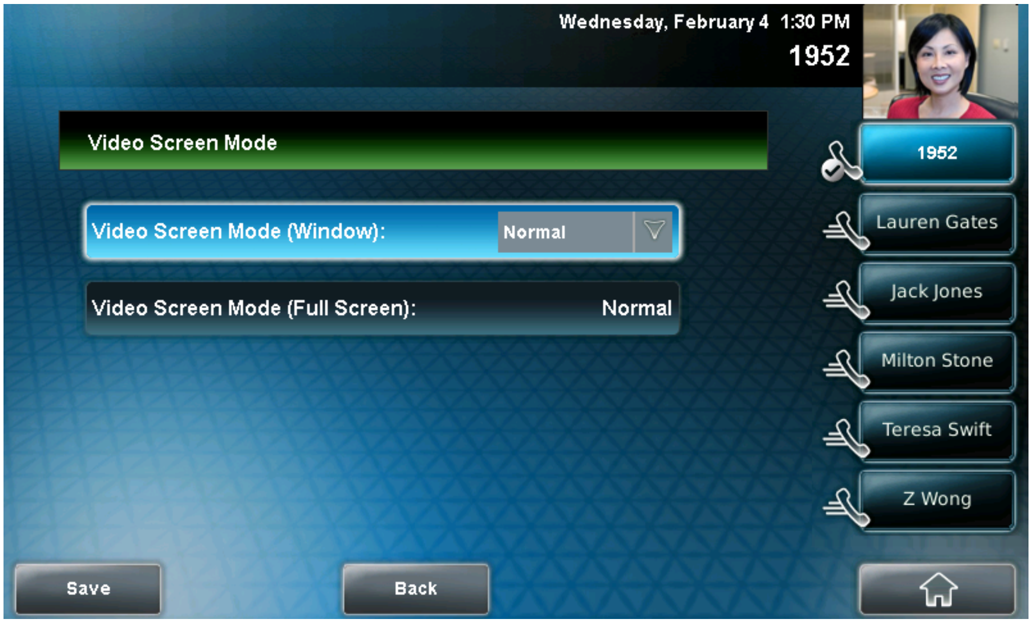
Note

> Depending on the video endpoint, black bars may appear on the top, bottom, or sides of the video image.

To update the way video displays in the window in the center of the screen and on the full screen:

1. Tap ▤ > **Settings** > **Basic** > **Video** > **Video Screen Mode**.

   The Video Screen Mode screen displays.



Video Screen Mode

Video Screen Mode (Window): Normal

Video Screen Mode (Full Screen): Normal

Wednesday, February 4 1:30 PM
1952
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Save
Back

2. Tap, and then adjust the following settings:
   - **Video Screen Mode (Window)**

     Adjusts the video image that displays in the window in the center of the touch screen. You can select these settings:

     Normal—The video image is displayed using correct proportions. If necessary, black bars appear on the top, bottom, or sides of the window to maintain the correct aspect ratio.

     Full—The video image is stretched to fill the window.

     Crop—Black bars do not appear, and the video image is re-sized to maintain the correct aspect ratio. Any parts of the image that do not fit within the window are cropped.

     To select the setting you want, tap the field name, and then tap the field's highlighted box. From the drop-down list, tap the setting you want.

     The default setting is Normal.
   - **Video Screen Mode (Full Screen)**

     Adjusts the video image that displays on the full screen. You can select these settings:

     Normal—The video image is displayed using correct proportions. If necessary, black bars appear on the top, bottom, or sides of the touch screen to maintain the correct aspect ratio.

     Full—The video image is stretched to fill the touch screen.

     Crop—Black bars do not appear, and the video image is re-sized to maintain the correct aspect ratio. Any parts of the image that do not fit within the touch screen are cropped.

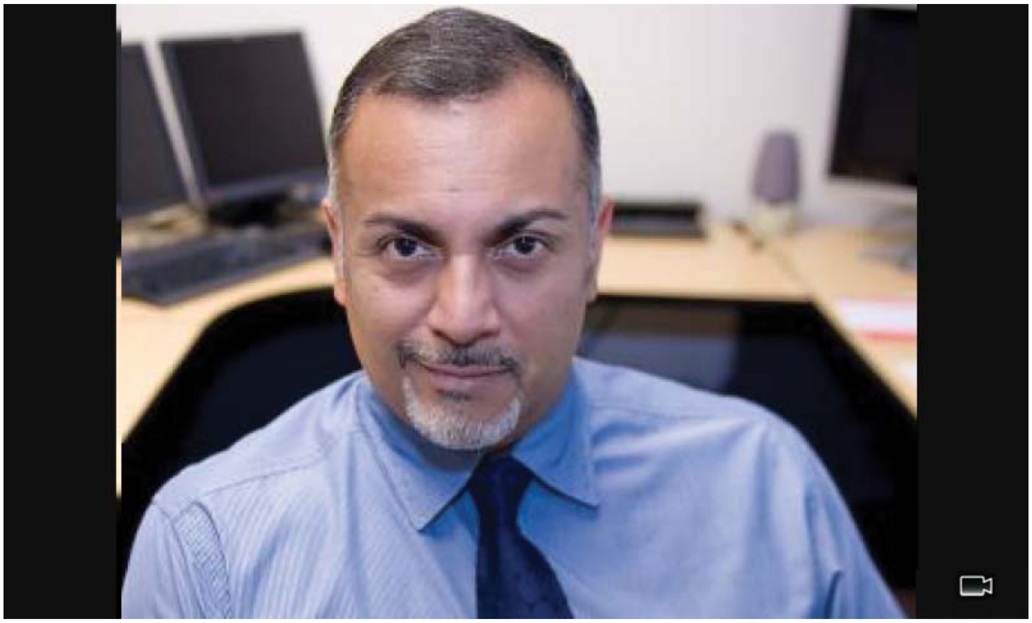
     To select the setting you want, tap the field, and then tap the field's highlighted box. From the drop-down list, tap the setting you want.

     The default setting is Normal.
3. Tap the **Save** soft key.

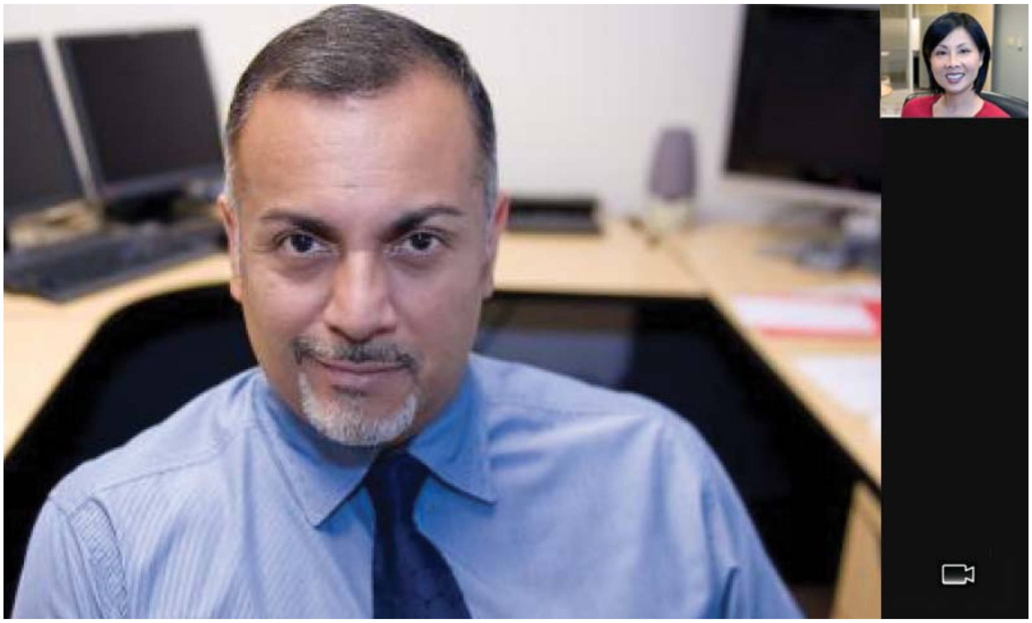
Updating the Way the PIP displays

You can update the way the PIP displays. For example, when you are in full screen mode (that is, viewing the far or near site on the full screen), you can disable the PIP so the PIP doesn't display. When you are in full screen mode, you can also enable the PIP to display next to ("side-by-side" mode), rather than over ("PIP" mode), the full screen video.

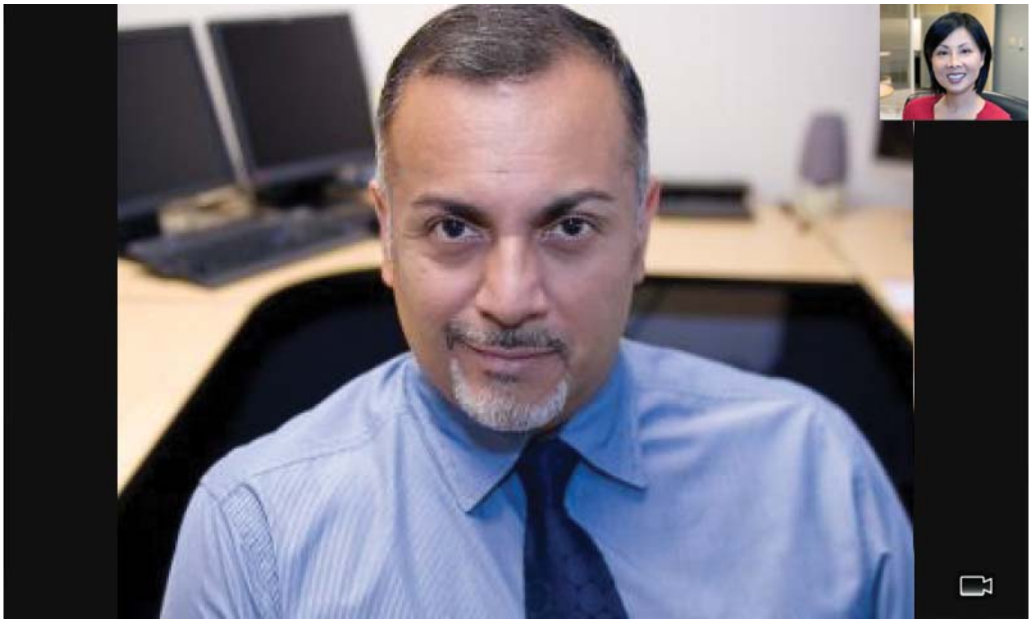
The following figure shows the PIP disabled in full screen mode. (Depending on the video endpoint, you may or may not see black bars.)



The following figure shows the PIP when it displays next to ("side-by-side" mode), rather than over, full screen video.



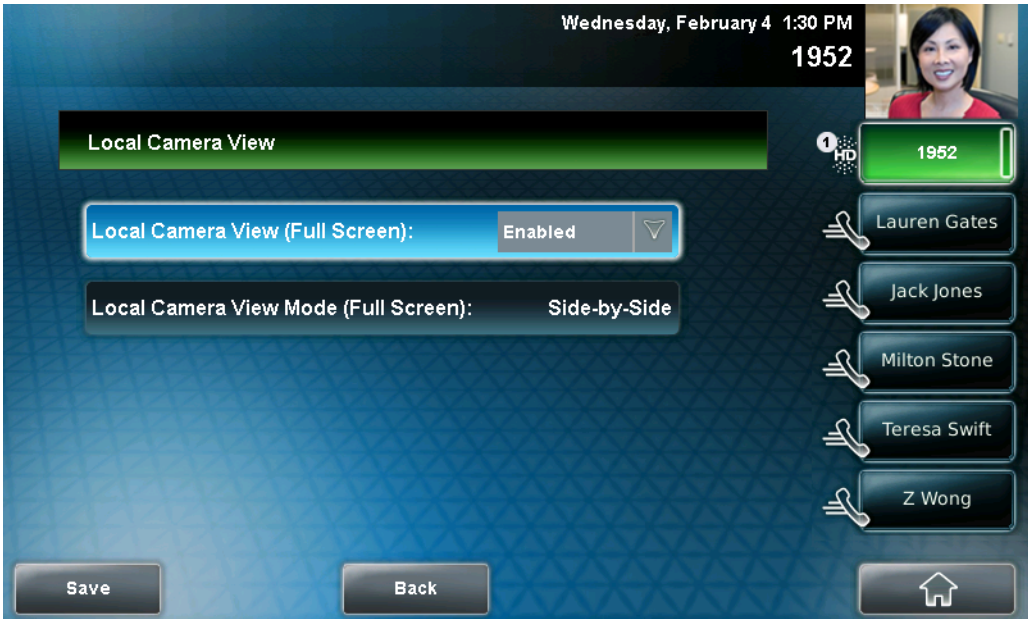
The following figure shows the PIP when it displays over (“PIP” mode), rather than next to, full screen video. (Depending on the video endpoint, you may or may not see black bars.)



To update the way the PIP displays:

1. Tap ☰ > **Settings** > **Basic** > **Video** > **Local Camera View**.

   The Local Camera View screen displays.



Wednesday, February 4 1:30 PM

1952

Local Camera View

Local Camera View (Full Screen): Enabled

Local Camera View Mode (Full Screen): Side-by-Side

1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Save
Back

2. Tap, and then adjust the following settings:

   – **Local Camera View (Full Screen)**

     Enables or disables the PIP from displaying when you view the near or far site on the full screen.

     To select the setting you want, tap the field, and then tap the field's highlighted box. From the drop-down list, tap **Enabled** or **Disabled**.

     The default setting is Enabled.

   – **Local Camera View Mode (Full Screen)**

     Sets whether you want the PIP to display over or next to full screen video.

     You can select these settings:

     Side-by-Side—Displays the PIP next to (rather than over) the full screen video.

     PIP—Displays the PIP over the full screen video.

     The default setting is side-by-side.

Note If you select "PIP," as well as update the way full screen video displays (by choosing "Full" or "Crop" mode), the full screen video will display on the entire screen (without black sidebars). To choose "Full" or "Crop" mode, see Updating the Way Video Displays in the Window in the Center of the Screen and on the Full Screen on page 2-30.

To select the setting you want, tap the field, and then tap the field's highlighted box. From the drop-down list, tap **Side-by-Side** or **PIP**.

3. Tap the **Save** soft key.

Updating Camera Settings

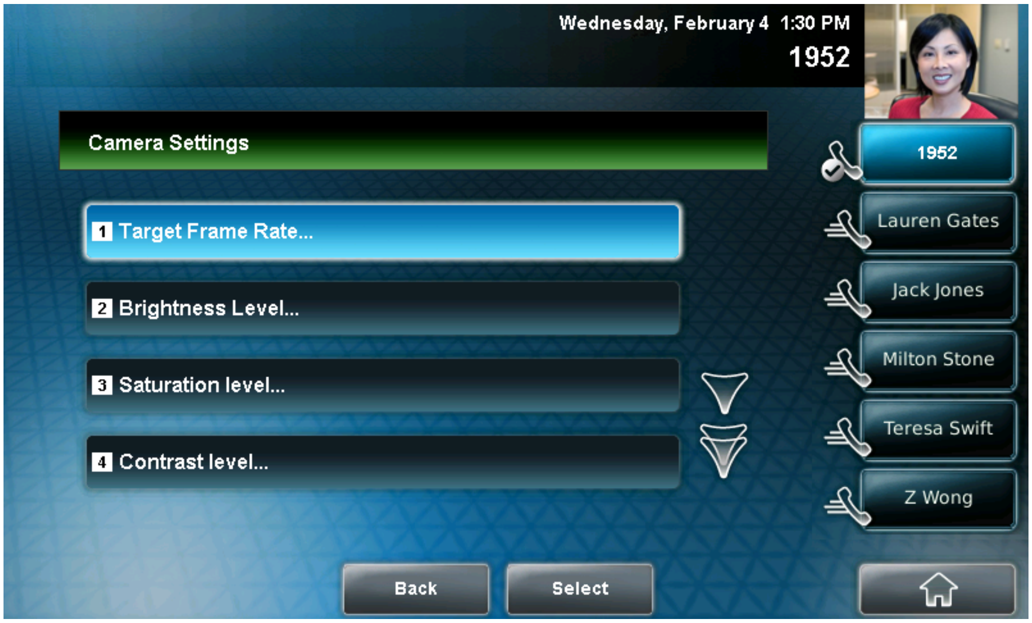
You can change the clarity of near-site video, including the brightness, contrast, and sharpness levels of the video image. These settings affect how near-site video displays on your phone and on other phones.

Note If you place your phone so that the camera faces a bright light source (for example, a bright window), you may need to increase the camera's brightness, contrast, and sharpness levels so the far site can see you better. To see how you will look to the far site, view the PIP.

To change the clarity of near-site video:

1. Tap > **Settings** > **Basic** > **Video** > **Camera Settings**.

   The Camera Settings screen displays.


Wednesday, February 4 1:30 PM
1952
Camera Settings
1 Target Frame Rate...
2 Brightness Level...
3 Saturation level...
4 Contrast level...
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Back
Select

2. Tap, and then adjust, the following camera settings:

Note If your camera points to a bright light source, increase the brightness, contrast, and sharpness levels so the near site will be more clear.

- **Target Frame Rate**—sets how smooth near-site video displays.

  Tap the **Up** or **Down** soft key to set the rate, and then tap the **Save** soft key.

  You can set a rate between 5 (least smooth) and 30 (most smooth). The default rate is 25.

- **Brightness Level**—sets how bright near-site video will be.

  Tap the **Up** or **Down** soft key to set the level, and then tap the **Save** soft key.

  You can set a level between 0 (dimmest) and 6 (brightest). The default level is 3.

- **Saturation Level**—sets how much color near-site video displays.

  Tap the **Up** or **Down** soft key to set the level, and then tap the **Save** soft key.

  You can set a level between 0 (lowest) and 6 (highest). The default level is 3.

- **Contrast Level—**sets the difference in brightness between the light and dark areas of near-site video.

  Tap the **Up** or **Down** soft key to set the level, and then tap the **Save** soft key.

  You can set a level between 0 (no contrast increase) and 4 (noise reduction contrast). The default level is 0.

- **Sharpness Level—**sets the clarity of detail in near-site video.

  Tap the **Up** or **Down** soft key to set the level, and then tap the **Save** soft key.

  You can set a level between 0 (lowest) and 6 (highest). The default level is 3.

- **Flicker Avoidance**—adjusts the flickering (caused by AC power) of near-site video captured by the camera sensor.

  Tap the **Select Environment** field's highlighted box. From the drop-down list, tap **Auto** (to automatically detect flicker), **50 Hz** (flicker avoidance for Europe and Asia), or **60 Hz** (flicker avoidance for North America). Then, tap the **Save** soft key.

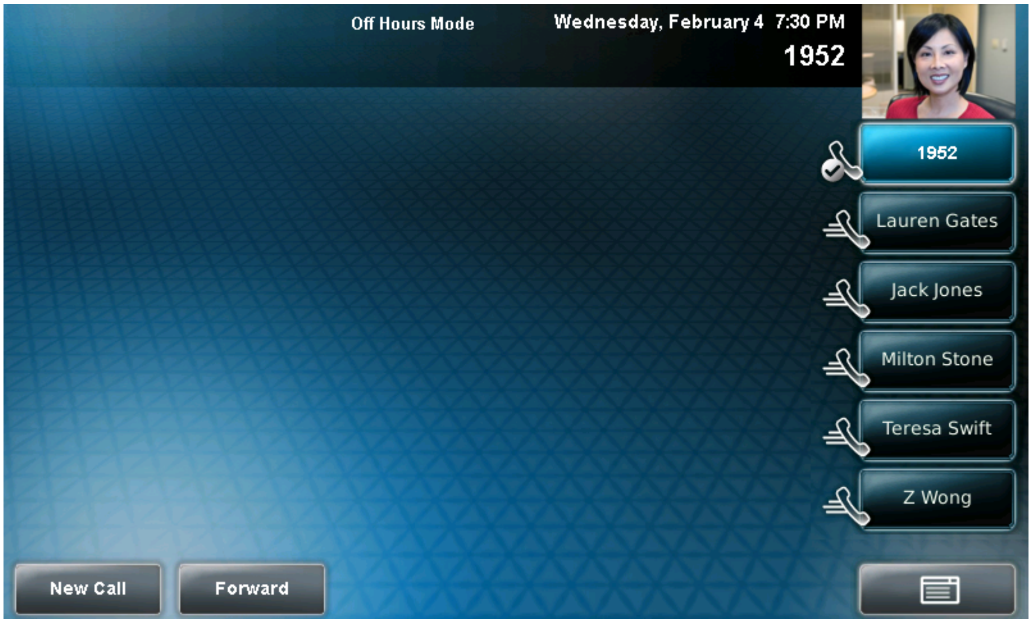
  The default is Auto.

Updating Power Saving Settings

Your phone is set up with a power-saving mode that turns off the touch screen to conserve energy. Your phone enters power-saving mode after it has been idle for a certain period of time and its camera doesn't detect motion. Your phone will not enter power-saving mode if it detects motion (for example, if you are near the phone), even if the phone has been idle for the period of time you specified.

You can configure the period of time that the phone is idle ("idle timeout") before the touch screen turns off (if the camera does not detect motion). You can configure different idle timeouts for office hours and off hours (evenings and weekends).

During off hours, the touch screen displays "Off Hours Mode" on the status bar.



During power-saving mode, the LED on the top-right of the phone slow-blinks red to indicate that the phone has power and is ready to use, but is in power-saving mode. Your phone will exit power-saving mode if the camera detects motion or a phone event occurs (for example, an incoming call or message).

If a screen saver is enabled on your phone, power-saving mode will still occur. For example, if a screen saver is set up to display after the phone is idle for five minutes, and power-saving mode is set up to turn off the touch screen after the phone is idle for 15 minutes, the touch screen will turn off 10 minutes after the screen saver starts (if the camera doesn't detect motion).

The power-saving settings you can update are:

- Office Hours—When you start work and how long you are in the office each day.
- Timeouts—The period of time the phone should be idle before the touch screen turns off.
- User Detection—The sensitivity of the camera to detect motion so that the phone can enter power-saving mode (if it doesn't detect motion) or exit power-saving mode and display the idle screen (if it detects motion).

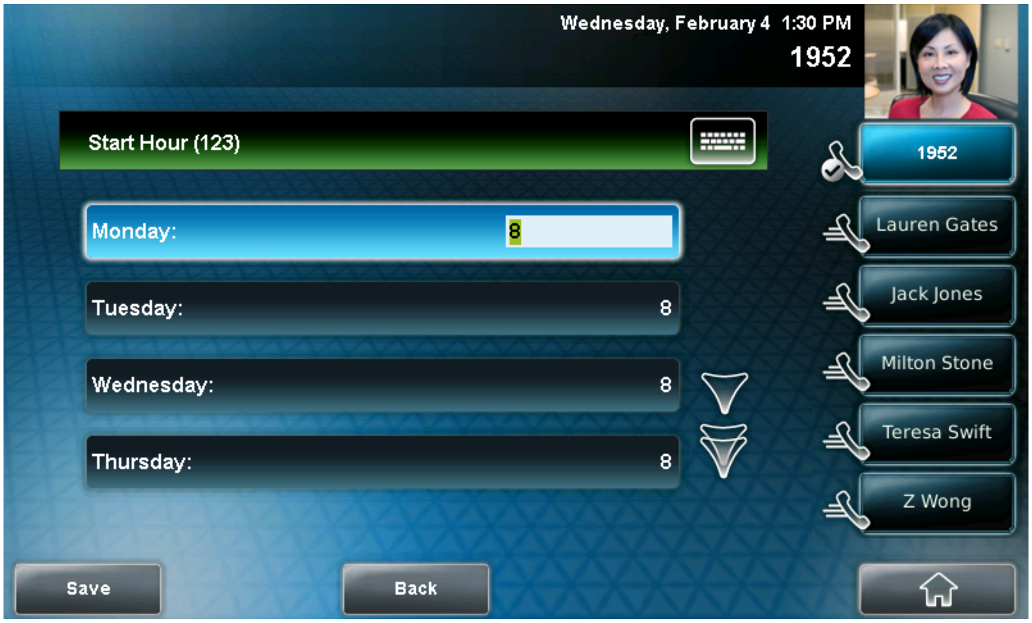
Updating Office Hours

Update your office hours so the phone will know when you are in the office. Your office hours determine when the phone applies certain timeouts and when the camera should be most sensitive at detecting your presence. When you update your office hours, you specify when you start, and how long you work each day.

To update your office hours:

1. Tap ☰ > **Settings** > **Basic** > **Power Saving** > **Office Hours** > **Start Hour**.

   The Start Hour screen displays.



Start Hour (123)

Monday: 8

Tuesday: 8

Wednesday: 8

Thursday: 8

Wednesday, February 4 1:30 PM
1952
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Save
Back

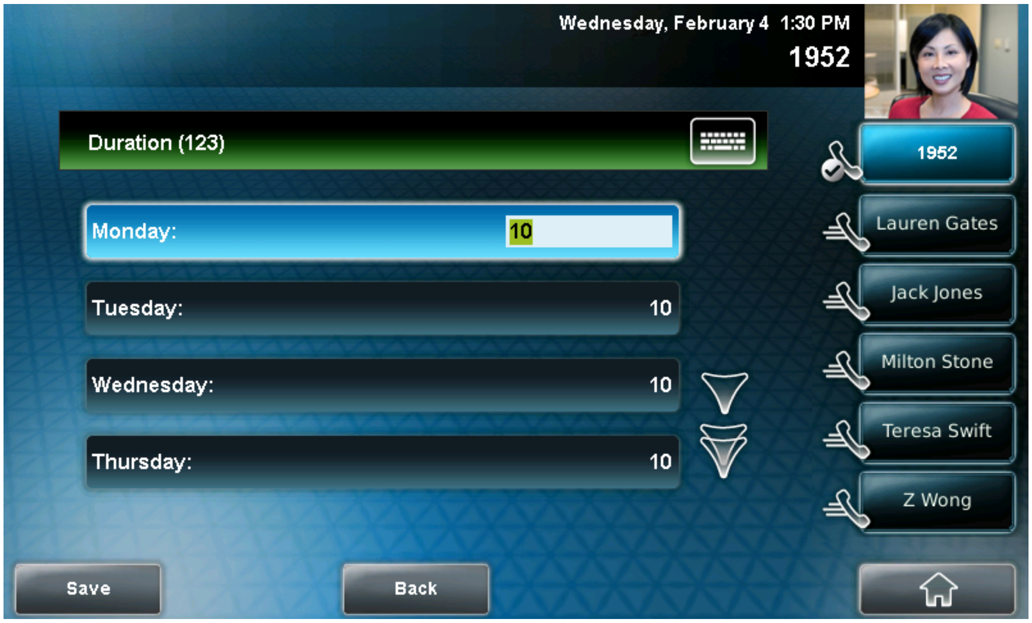
2. Tap the day(s) of the week you want to update, and then enter your start time(s).

   Enter a start time using the 24-hour clock. You can enter a start time from 0 to 23. The default start time is 8.

3. Tap the **Save** soft key.

4. Tap **Duration**.

   The Duration screen displays.



Duration (123)

Monday: 10

Tuesday: 10

Wednesday: 10

Thursday: 10

5. Tap the day(s) of the week you want to update, and then enter the number of hours you work for a particular day.

   You can enter a duration of 0 to 12 hours per day. The default duration is 10 hours per day (for Monday to Friday) and 0 hours per day (for Saturday and Sunday).

6. Tap the **Save** soft key.

Updating Timeouts

You can update the period of time the phone will be idle before the touch screen turns off (if the camera doesn't detect motion). You can specify different timeouts for office hours (Office Hours Idle Timeout) and non-office hours (Off Hours Idle Timeout). By default, the Office Hours Idle Timeout is much longer than the Off Hours Idle Timeout.

You can also specify a separate timeout period that applies after you press a key or soft key on the phone (User Input Idle Timeout). You may choose to set a higher User Input Idle Timeout (than the Office Hours and Off Hours Idle Timeouts) so that when you are actively using the phone, power-saving mode won't initiate as often.

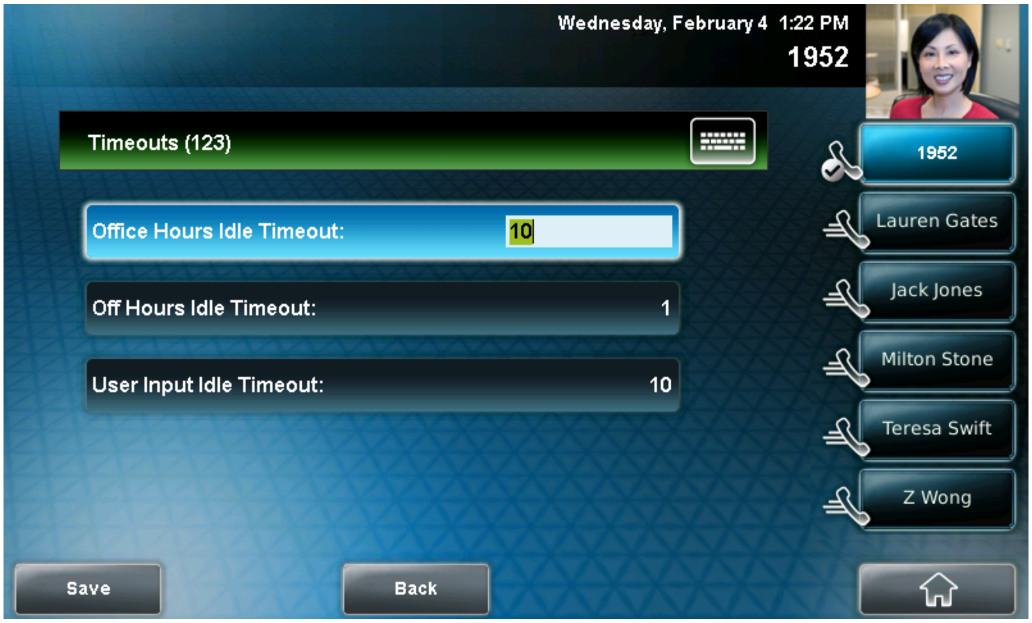
Note

If you press a key or tap a soft key (user input) on your phone, the idle timeout period that applies (User Input Idle Timeout or Office Hours/Off Hours Idle Timeout) will be the timeout with the highest value.

To update timeouts:

1. Tap ▤ > **Settings** > **Basic** > **Power Saving** > **Timeouts**.

   The Timeouts screen displays.


Wednesday, February 4 1:22 PM
1952
Timeouts (123)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Save
Back

Office Hours Idle Timeout: 10

Off Hours Idle Timeout: 1

User Input Idle Timeout: 10

2. For the **Office Hours Idle Timeout** field, enter the number of minutes the phone should wait after being idle (during office hours) before starting power-saving mode.

   You can enter a number between 1 minute and 600 minutes. The default is 10 minutes.

3. Tap **Off Hours Idle Timeout**, and then enter the number of minutes the phone should wait after being idle (during off-hours) before starting power-saving mode.

   You can enter a number between 1 minute and 10 minutes. The default is 1 minute.

4. Tap **User Input Idle Timeout**, and then enter the number of minutes the phone should wait after being idle after a key press (during office hours or off-hours) before starting power-saving mode.

   You can enter a number between 1 minute and 10 minutes. The default is 10 minutes.

5. Tap the **Save** soft key.

Updating User Detection Settings

You can specify how sensitive the camera should be at detecting motion. If the camera detects motion (for example, if you are near the phone), your phone will not initiate power-saving mode, even if an idle timeout has been reached.

If the camera detects motion, power-saving mode will terminate and the idle screen will display. If the camera sensitivity is high (five or higher), the phone will display the idle screen when you are near the phone. If the camera sensitivity is low (between one and four), you will have to wave your hand at the camera for the idle screen to display. By default, camera sensitivity is set higher during office hours. If you want, you can disable the user detection feature altogether.

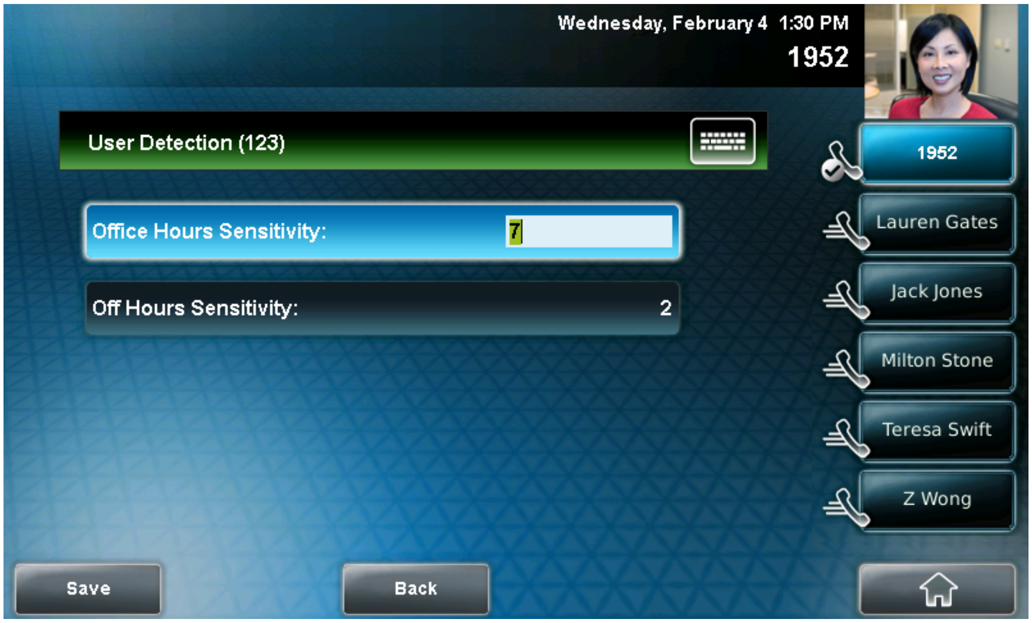
Note

> The camera will detect any source of motion in front of it, not just a person or people nearby. For example, the camera will detect flying objects or rapidly-changing light conditions. Therefore, even if you are away from the phone, your phone may detect other sources of motion, and won't initiate power-saving mode.
>
> In addition, since your phone's camera detects motion, if you close the camera shutter, point the camera at the ceiling, or set the camera sensitivity to 0, the phone will not detect your presence (even if you are nearby).

To update user detection settings:

1. Tap ▤ > **Settings** > **Basic** > **Power Saving** > **User Detection**.

   The User Detection screen displays.



Wednesday, February 4 1:30 PM
1952

User Detection (123)

Office Hours Sensitivity: 7

Off Hours Sensitivity: 2

2. For the **Office Hours Sensitivity** field, enter how sensitive you want the camera to be while you are in your office.

   You can enter a number between 0 (no sensitivity) and 10 (high sensitivity). The default sensitivity is 7.

   If you set a sensitivity between 1 and 4, you will have to wave your hand at the camera to exit power-saving mode. As well, power-saving mode may be initiated when you are in your office, but not close to your phone. (If you enter 0, the user detection feature is disabled and you will have to press a key on your phone to exit power-saving mode.)

3. Tap **Off Hours Sensitivity**, and then enter how sensitive you want the camera to be while you are not in the office.

   You can enter a number between 0 (no sensitivity) and 10 (high sensitivity). The default sensitivity is 2.

   If you set a sensitivity between 1 and 4, you will have to wave your hand at the camera to exit power-saving mode. As well, power-saving mode may be initiated when you are in your office, but not close to your phone. (If you enter 0, the user detection feature is disabled and you will have to press a key on your phone to exit power-saving mode.)

4. Tap the **Save** soft key.

Muting the Microphone

During a call (including a conference call), press 🎤. The Mute button glows red, and 🎤 displays next to near-site video. The other party (or parties) cannot hear you.

Microphone Mute applies to all modes: Handset, Headset, and Speakerphone. You can still hear all other parties while mute is enabled.

To turn off Microphone Mute, press 🎤 again. The red light behind the Mute button turns off, and 🎤 no longer displays next to near-site video.

Adjusting the Volume

To adjust the speaker volume:

>> During a call, press either 🔉 or 🔊.

To adjust the ringer volume:

>> When the phone is in the idle state, press either 🔉 or 🔊.

Note

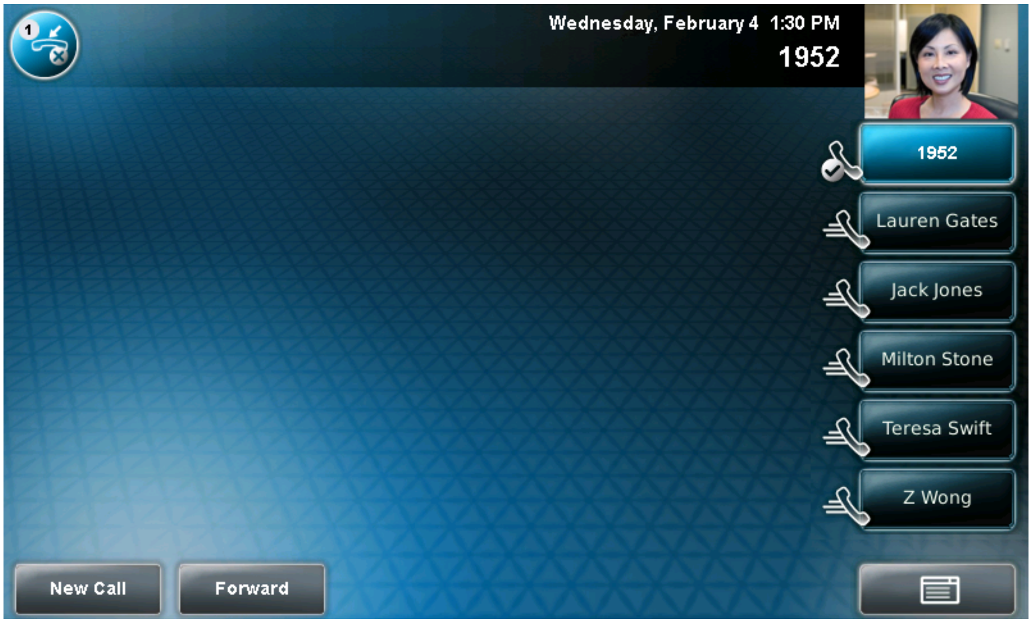
To conform to regulatory requirements, handset and headset volume will return to a preset level after each call, but your system administrator can change this. Speakerphone volume settings will be maintained across calls.

Using Call Lists

Your phone maintains lists of missed, received and placed calls. Each list can hold up to 100 entries.

If you miss one or more calls, the status bar will display an icon, ☎, with a counter indicating the number of new missed calls you have. To view information about the missed call(s), tap the icon on the touch screen, or navigate (see Viewing Call Lists on page 2-44), to your Missed Calls list. After you view the missed calls, the icon on the touch screen disappears.

The following figure shows the missed calls icon on the touch screen.


1
Wednesday, February 4 1:30 PM
1952
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
New Call
Forward

Viewing Call Lists

You can access any call list from the Call Lists menu, or you can quickly access missed calls from the idle screen.

To view a call list:

>> Do one of the following:

- Tap ▤ > **Features** > **Call Lists** > **Missed Calls**, **Received Calls**, or **Placed Calls**.

or

- From the idle screen, use these shortcuts:
  - To view the received calls list, press the **Left** arrow key.
  - To view the missed calls list, press the **Down** arrow key. Or, if you haven’t viewed a recently-missed call yet, tap the missed call icon, ☎, that displays on the status bar on the touch screen.
  - To view the placed calls list, press the **Right** arrow key.

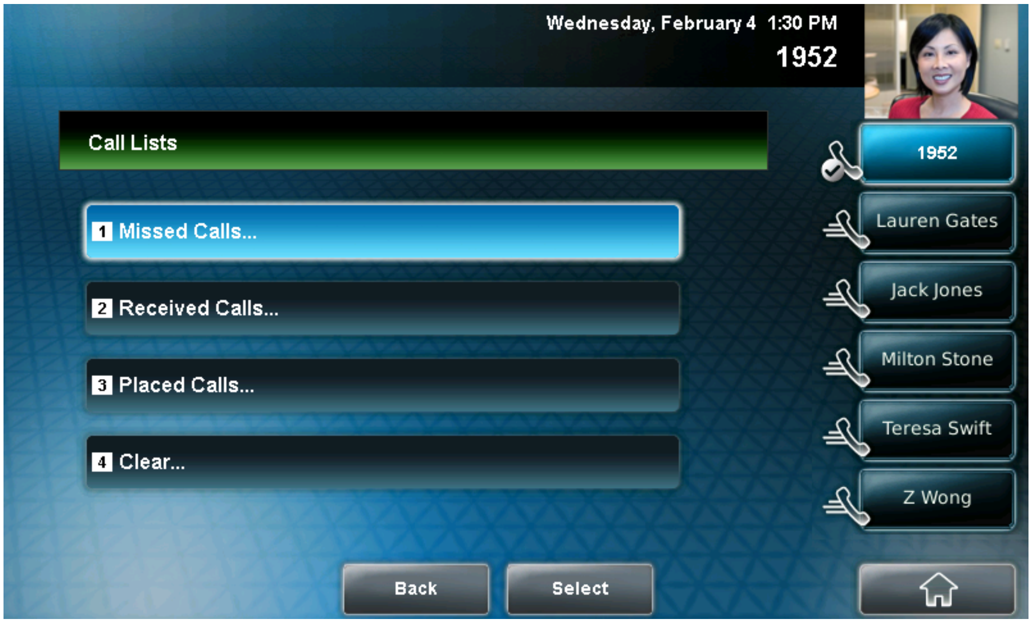
Managing Call Lists

You can clear all the records in a call list, or just one record. You can also choose a record in a list and return the call, store the call details in your local Contact Directory, or view detailed information about the particular call.

To manage a call list:

1. Tap ▤ > **Features** > **Call Lists**.

   The Call Lists screen displays.


Wednesday, February 4 1:30 PM
1952
Call Lists
1 Missed Calls...
2 Received Calls...
3 Placed Calls...
4 Clear...
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Back
Select

2. Do one of the following:

   – To clear the records in a call list, tap **Clear**, and then tap either **Missed Calls**, **Received Calls** or **Placed Calls.**

     A message displays indicating that the call list is cleared. For example, “Missed Calls Cleared!”

Note To manually clear all calls in all call lists, restart the phone. See Restarting Your Phone on page 4-20.

   – To view and manage a call list, tap either **Missed Calls**, **Received Calls** or **Placed Calls**. Your call list information displays.

   To manage your call list, tap one of the calls in the list. You can do the following:

   – To place the call, tap the **Dial** soft key.

   – To edit the phone number (if necessary) before you place the call or store the call details in your Contact Directory, tap the **Edit** soft key.

   – To return to the call list, tap the **Back** soft key.

   – To remove the call from the list, tap the **Clear** soft key.

- To store the contact in your local Contact Directory, tap the **Save** soft key.
- To view information about the call, such as the phone number, the time and duration of the call, and the name of the caller, tap the **Information** soft key.

3. Tap ⌂ to return to the idle screen.

Managing Contacts

You can store a large number of contacts in your phone's local Contact Directory. Contact your system administrator for the exact number.

You can dial and search for contacts in this directory. You may be able to add, edit, and delete contacts. Contact your system administrator to see if you have read-only access to your local Contact Directory, or if you can update it.

If your system administrator sets up Corporate Directory on your phone, you may have read-only access to portions of your Corporate Directory. Your system administrator determines which contacts you can see. You can search for contacts in the Corporate Directory, and add contacts from the Corporate Directory to your local Contact Directory. For more information, see Searching for Contacts in a Corporate Directory on page 2-56 and Adding Contacts to Your Contact Directory from a Corporate Directory on page 2-53.

Note

You cannot update the contacts in your Corporate Directory. You can only search for and dial contacts, and add contacts from your Corporate Directory to your local Contact Directory.

Viewing Contact Directory

To view your local Contact Directory:

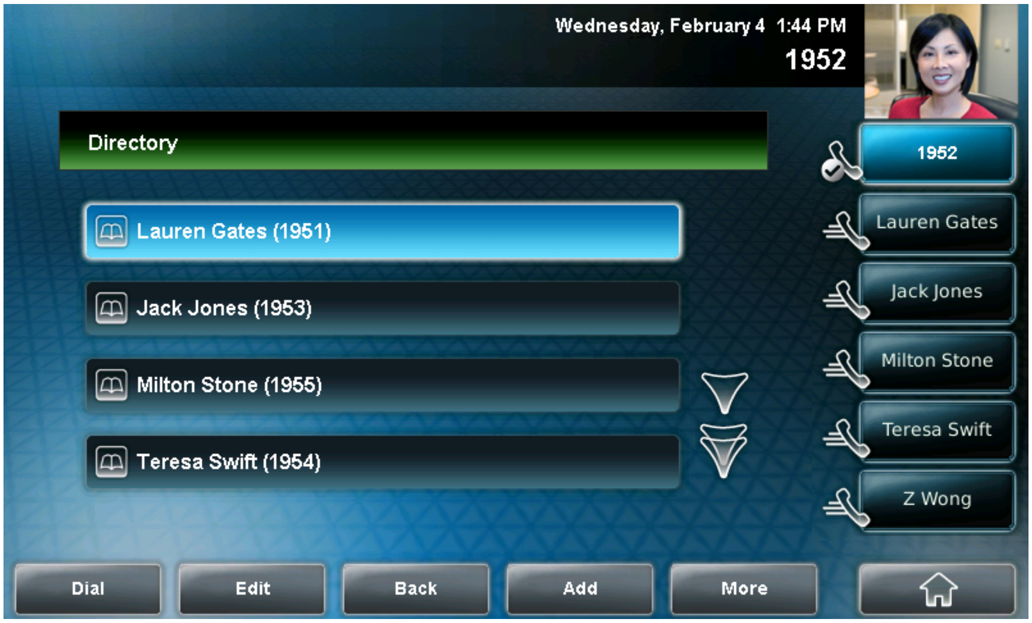
>> Do one of the following:

- Tap ▤ > **Features** > **Contact Directory**.

or

- Press DIR, and then tap **Contact Directory**.

The Directory screen displays, listing all the contacts in your directory.


Wednesday, February 4 1:44 PM
1952
Directory
Lauren Gates (1951)
Jack Jones (1953)
Milton Stone (1955)
Teresa Swift (1954)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Dial
Edit
Back
Add
More

Accessing Corporate Directory

When you access Corporate Directory, a search screen displays so you can search for a specific contact. You can perform a quick search or an advanced search.

Note

Each time you access Corporate Directory, the search screen displays, unless you enable your phone to remember the last search you performed or the last person you selected. To enable this feature, see Enabling Your Phone to Save Corporate Directory Search Results on page 2-48.

To access your Corporate Directory:

1. Do one of the following:
   - Tap ☰ > **Features** > **Corporate Directory**.

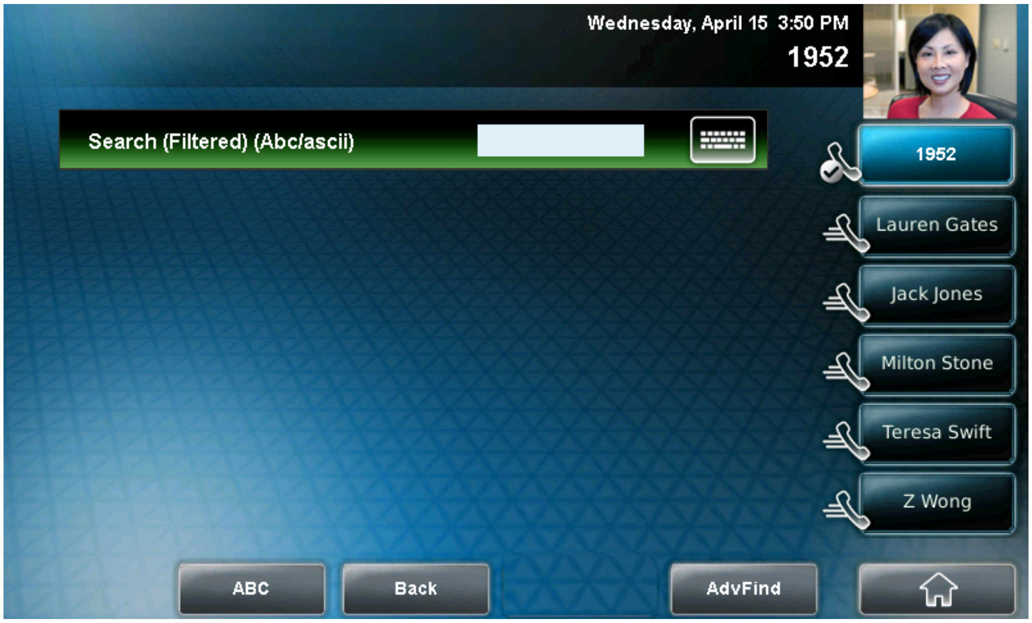
   or

   - Press DIR, and then tap **Corporate Directory**.

   The Corporate Directory search screen displays.

Note

If you have enabled your phone to save the results of your last search (or remember the last contact you selected), your previous search results (or the contact), will display instead of a blank search screen. To enable this feature, see Enabling Your Phone to Save Corporate Directory Search Results on page 2-48.


Wednesday, April 15 3:50 PM
1952
Search (Filtered) (Abc/ascii)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
ABC
Back
AdvFind

2. Search for the contact. (See Searching for Contacts in a Corporate Directory on page 2-56.)

Enabling Your Phone to Save Corporate Directory Search Results

You can enable your phone to save Corporate Directory search results, and to remember the last person you viewed in the directory. Whenever you re-display Corporate Directory, the results of your last search, or the last person you selected, will display. If you don't enable your phone to save search results, each time you access Corporate Directory, a blank search screen will display.

To enable your phone to save Corporate Directory search results:

1. Tap > **Settings** > **Basic** > **Preferences** > **Corporate Directory** > **View Persistency**.
2. Tap **Enabled**, and then tap the **Select** soft key.
3. To save the new setting, tap the **Back** soft key.

Adding Contacts to Your Local Contact Directory

You can add contacts to your local Contact Directory in the following ways:

- Manually (if you have permission to update your local Contact Directory)
- From a call list
- From a Corporate Directory (if this is set up on your phone)

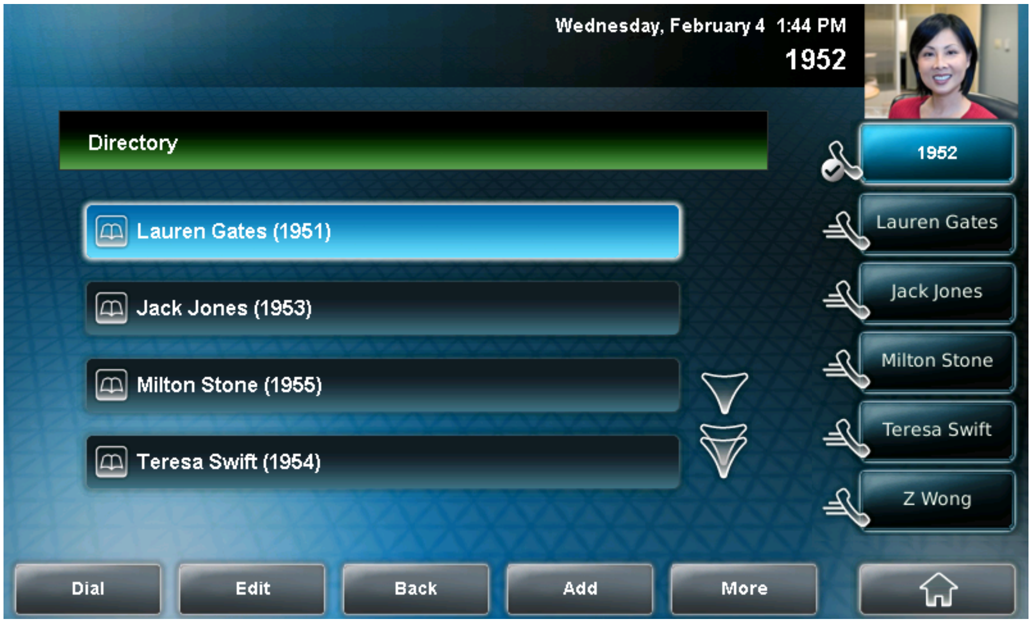
Adding Contacts Manually

You can update your local Contact Directory manually, instead of importing contact information from a call list or a Corporate Directory.

To add a contact manually:

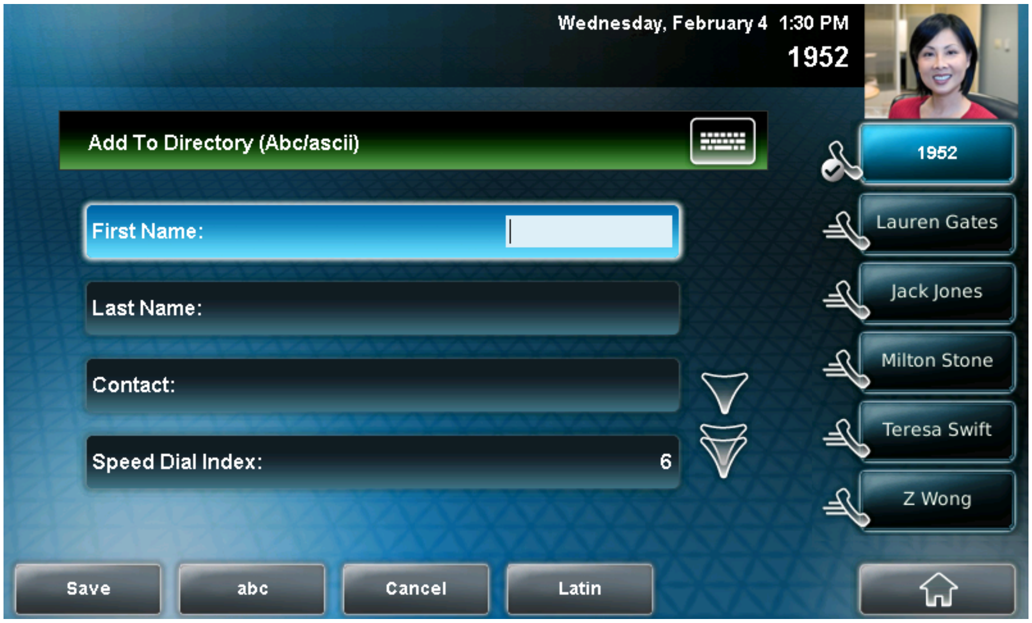
1. Tap ☰ > **Features** > **Contact Directory**.

   The Directory screen displays.


Wednesday, February 4 1:44 PM
1952
Directory
Lauren Gates (1951)
Jack Jones (1953)
Milton Stone (1955)
Teresa Swift (1954)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Dial
Edit
Back
Add
More

2. To add a contact to your phone's database, tap the **Add** soft key.

   The Add To Directory screen displays.


Wednesday, February 4 1:30 PM
1952
Add To Directory (Abc/ascii)
First Name:
Last Name:
Contact:
Speed Dial Index: 6
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Save
abc
Cancel
Latin

3. Enter the contact information:

   – (Optional.) In the **First Name** field, enter the first name of the contact (see Entering Data and Editing Fields on page 1-25).

     You can enter a maximum of 32 characters.

   – (Optional.) Tap the **Last Name** field, and then enter the last name of the contact (see Entering Data and Editing Fields on page 1-25).

     You can enter a maximum of 32 characters.

   – (Required.) Tap the **Contact** field, and then enter the contact's phone number.

     You can enter a maximum of 128 characters. The phone number must be unique, and must not already exist in the directory. If you save an entry with a non-unique phone number, the entry will not be saved.

   – (Optional.) Tap the **Speed Dial Index** field, and then update the speed dial index number.

     The speed dial index number is automatically assigned to the next available index value. If you want, you can change the speed dial index value. The speed dial index value can be any value between the next available number and a maximum value of 9999.

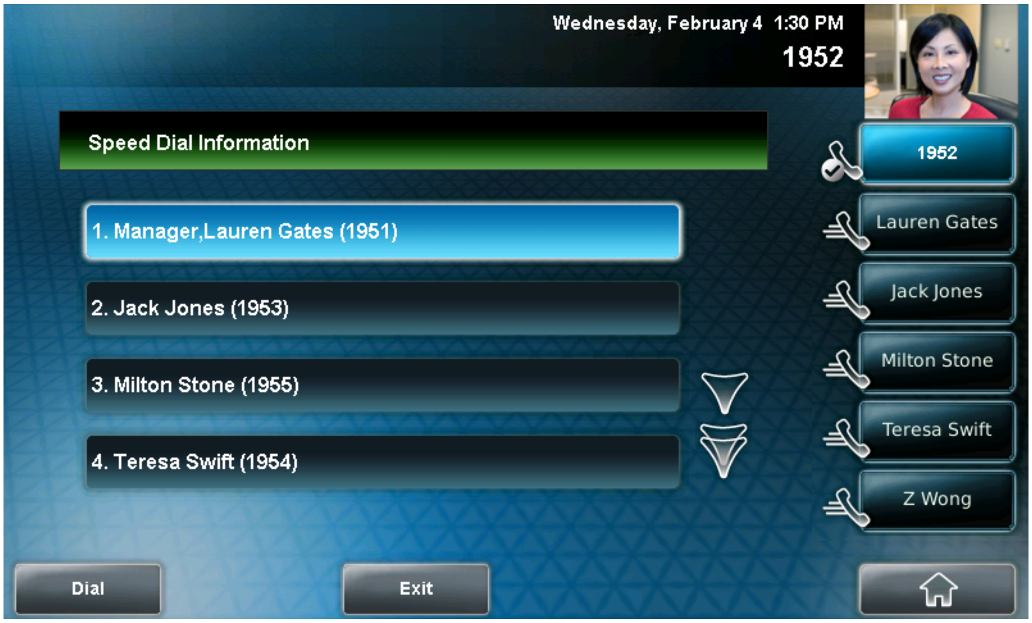
     If you assign a speed dial index number that is already taken, the message "Speed dial index already exists" displays.

Contacts with a speed dial index number can be automatically assigned to a Speed Dial Key for one-touch dialing. For more information, see Managing Speed Dial Keys on page 3-38.

– (Optional.) Tap the **Label** field, and then enter a label for the contact. You can enter a maximum of 32 symbols, letters, or numbers.

If you specify a label, the label will be the first item that displays for the contact in the Contact Directory and on the Speed Dial Information screen (before the contact's first and last names, if specified). The label will also display on the contact's Speed Dial Key.

In the following figure, the label "Manager" has been assigned to Lauren Gates. As a result, Lauren Gates' Speed Dial Key displays "Manager" instead of "Lauren Gates."


Wednesday, February 4 1:30 PM
1952
Speed Dial Information
1. Manager,Lauren Gates (1951)
2. Jack Jones (1953)
3. Milton Stone (1955)
4. Teresa Swift (1954)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Dial
Exit

- (Optional. This field only displays if your phone supports the H.323 protocol. For more information, see Placing Calls Using the H.323 Protocol on page 4-2.) Tap the **Protocol Type** field, and then tap the field's highlighted grey box. From the drop-down list, tap **SIP**, **H.323**, or **Unspecified**. (The default setting is **Unspecified**.)

  If you select SIP, the phone will attempt to use the SIP protocol to place calls to this contact. "SIP" will display next to the contact on the Directory screen and Speed Dial Information screens.

  If you select H.323, the phone will attempt to use the H.323 protocol to place calls to this contact. "H323" will display next to the contact on the Directory screen and Speed Dial Information screens.

  If you select Unspecified, the phone will automatically choose the protocol to use to place calls to this contact.

- (Optional.) Tap the **Ring Type** field, and then enter the number that corresponds to the ring type you want to use for the contact.

  To find the number associated with a ring type, see Updating the Ring Tone on page 2-22.

- (Optional.) Tap the **Divert Contact** field, and then enter the phone number of the third party to which you want this contact's calls sent.

  You can enter a maximum of 32 characters.

- (Optional.) Tap the **Auto Reject** field, and then tap the field's highlighted grey box. From the drop-down list, tap **Enabled** or **Disabled**. (The default setting is **Disabled**.)

  If you set the Auto Reject field to enabled, each time the contact calls, the call will be directed to your voice and video mail system (if one is set up).

Note

If you do not have a voice and video mail system set up, enabling the Auto Reject field will have no effect. Each time the contact calls, your phone will ring (unless you choose to divert the contact's calls, or enable call forwarding or Do Not Disturb on your phone).

- (Optional.) Tap the Auto Divert field, and then tap the field's highlighted grey box. From the drop-down list, tap **Enabled** or **Disabled**. (The default setting is **Disabled**.)

  If you set the Auto Divert field to enabled, each time the contact calls, the call will be directed to the third party you specified in the Divert Contact field.

4. Tap the **Save** soft key.
5. Tap ⌂ to return to the idle screen.

Adding Contacts from Call Lists

You can save call information from a call list to your local Contact Directory. The contact’s first and last names (if available) and contact number are saved.

To add a contact to the local Contact Directory from a call list:

1. Do one of the following:

   – To select a call list, tap ☰ > **Features** > **Call Lists** > **Missed Calls**, **Received Calls**, or **Placed Calls**.

   or

   – From the idle screen, press the **Left** arrow key, the **Down** arrow key, or the **Right** arrow key to quickly view a call list.

2. If the call with the call information you want to save is not already highlighted, tap the call.

3. To save the caller to your Contact Directory, tap the **Save** soft key.

   The message “Saved” displays.

   If the contact already exists in your Contact Directory, “Contact already exists” displays.

4. Tap ⌂ to return to the idle screen.

Note

You may want to go to the Contact Directory to see if the contact was saved correctly and to add any missing contact information. To view your Contact Directory, see Managing Contacts on page 2-46. To update missing contact information, see Adding Contacts Manually (step 3) on page 2-49.

Adding Contacts to Your Contact Directory from a Corporate Directory

You can save any contact listed in your Corporate Directory to your local Contact Directory. The contact’s first and last names (if available) and contact number are saved.

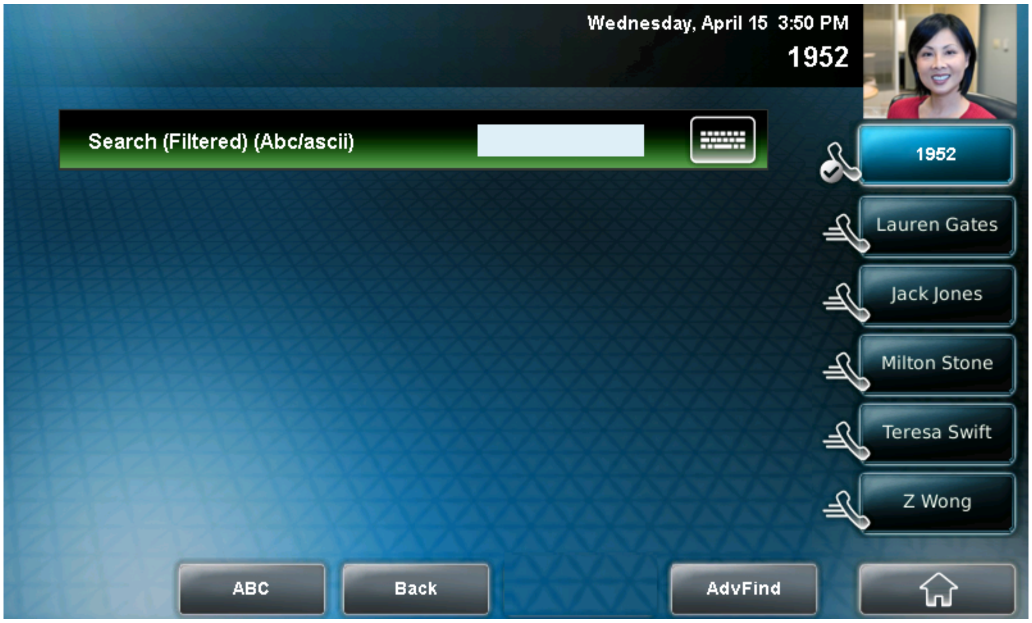
To add a contact to your local Contact Directory from a Corporate Directory:

1. Tap ☰ > **Features** > **Corporate Directory**.

   The Corporate Directory search screen displays.

Note

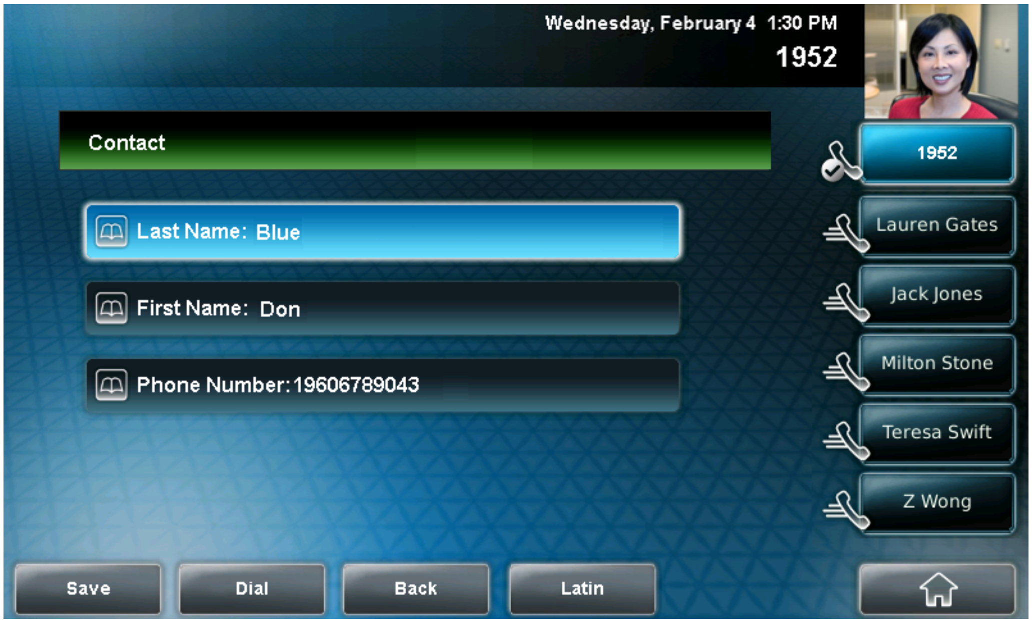
If you have enabled your phone to save the results of your last search (or remember the last contact you selected), your previous search results (or the contact), will display instead of a blank search screen. To enable this feature, see Enabling Your Phone to Save Corporate Directory Search Results on page 2-48.


Wednesday, April 15 3:50 PM
1952
Search (Filtered) (Abc/ascii)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
ABC
Back
AdvFind

2. Search for the contact. (See Searching for Contacts in a Corporate Directory on page 2-56.)

3. Tap the contact's entry.

   The Contact screen displays.


Wednesday, February 4 1:30 PM
1952
Contact
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Save
Dial
Back
Latin

Last Name: Blue

First Name: Don

Phone Number:19606789043

4. To save the contact to the local Contact Directory, tap the **Save** soft key.

   "Saved" displays on the screen. Only the first name, last name, and phone number are saved.

   If the contact already exists in your local Contact Directory, "Contact already exists" displays.

5. Tap ⌂ to return to the idle screen.

Note

You may want to go to the Contact Directory to see if the contact was saved correctly and to add additional contact information. To view your Contact Directory, see Managing Contacts on page 2-46. To update contact information, see Adding Contacts Manually (step 3) on page 2-49.

Searching for Contacts

You can search for contacts in your local Contact Directory or in a Corporate Directory.

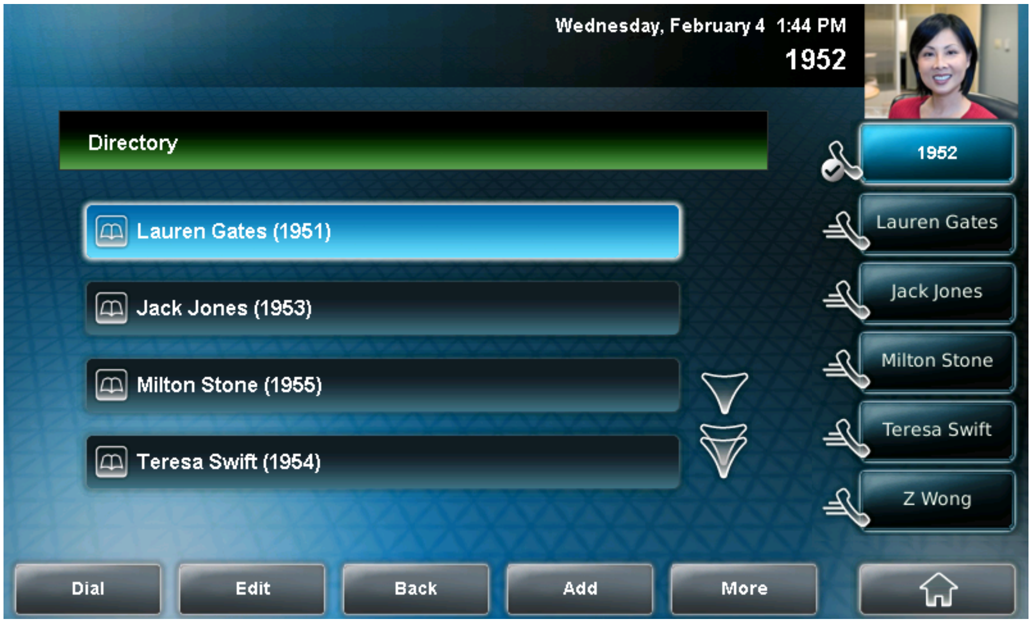
Searching for Contacts in Your Local Contact Directory

Search for a contact by scrolling through the directory, or entering specific search criteria.

To search for a contact in the local Contact Directory:

1. Tap > **Features** > **Contact Directory**.

   The Directory screen displays.


Wednesday, February 4 1:44 PM
1952
Directory
Lauren Gates (1951)
Jack Jones (1953)
Milton Stone (1955)
Teresa Swift (1954)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Dial
Edit
Back
Add
More

2. Tap the **Search** soft key. Then, enter the first few characters of the contact's first or last name, and then tap the **Search** soft key again.

   The screen displays a list of successful matches.

3. Tap to return to the idle screen.

Searching for Contacts in a Corporate Directory

Search for a contact by entering specific search criteria.

Note

You can enable your phone to save Corporate Directory search results, and to remember the last person you viewed in the directory. Whenever you re-display Corporate Directory, the last search you performed will display, or the last person you selected will display. To enable this feature, see Enabling Your Phone to Save Corporate Directory Search Results on page 2-48.

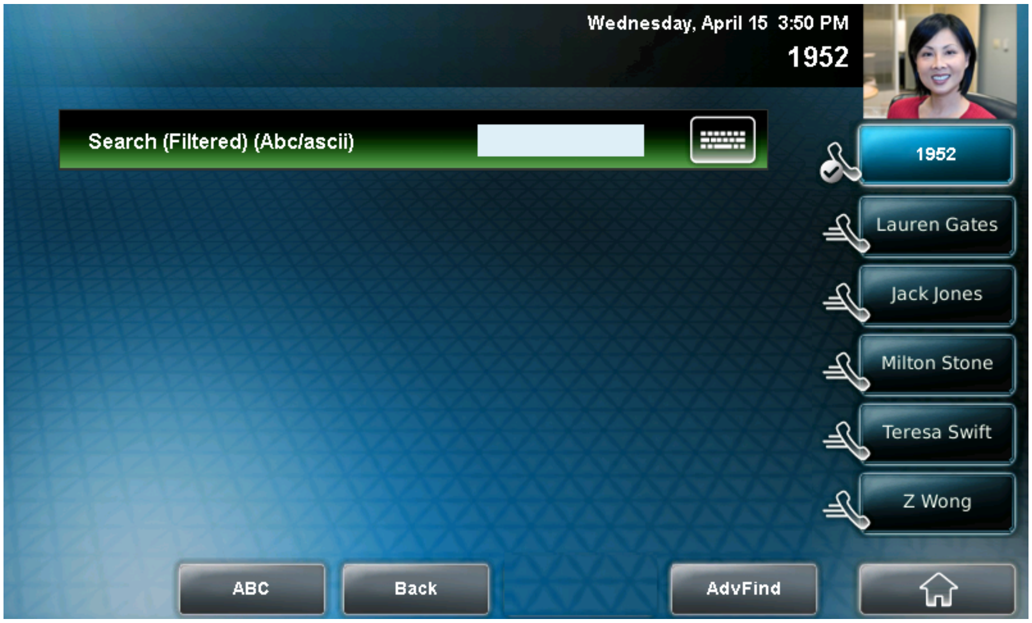
To search for a contact in the Corporate Directory:

1. Tap ▤ > **Features** > **Corporate Directory**.

   The Corporate Directory search screen displays.

Note

If you have enabled your phone to save the results of your last search (or remember the last contact you selected), your previous search results (or the contact), will display instead of a blank search screen. To enable this feature, see Enabling Your Phone to Save Corporate Directory Search Results on page 2-48.


Wednesday, April 15 3:50 PM
1952
Search (Filtered) (Abc/ascii)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
ABC
Back
AdvFind

2. Perform a quick search or an advanced search.

   A quick search allows you to search using the contact's last name (if the directory is alphabetized by last name) or first name (if the directory is alphabetized by first name). An advanced search uses any combination of the contact's first and last names, phone numbers, address, and title.

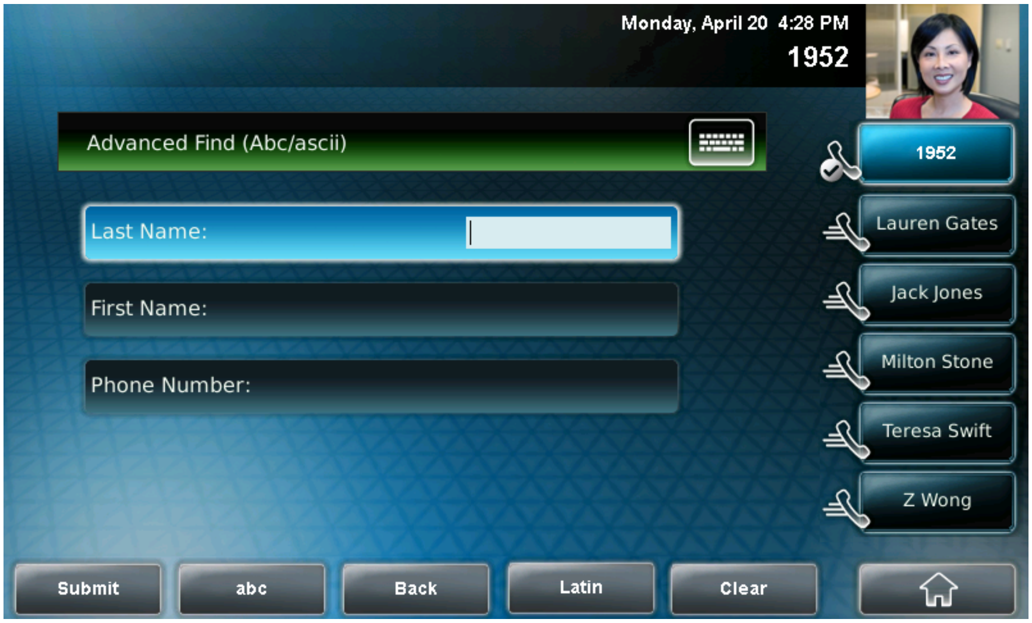
   Do one of the following:

   – To perform a quick search, in the **Search** box, enter the first few characters of the contact's first or last name (depending on how the directory is organized), and then tap the **Submit** soft key. The screen displays a list of contacts, starting with any successful matches.

   or

– To perform an advanced search, tap the **AdvFind** soft key.

The Advanced Find screen displays.


Monday, April 20 4:28 PM
1952
Advanced Find (Abc/ascii)
Last Name:
First Name:
Phone Number:
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Submit
abc
Back
Latin
Clear

Enter your search criteria, and then tap the **Submit** soft key. The screen displays any successful matches.

Note If you want to erase all your search criteria and enter new criteria before you submit your search, tap the **Clear** soft key.

3. Tap ⌂ to return to the idle screen.

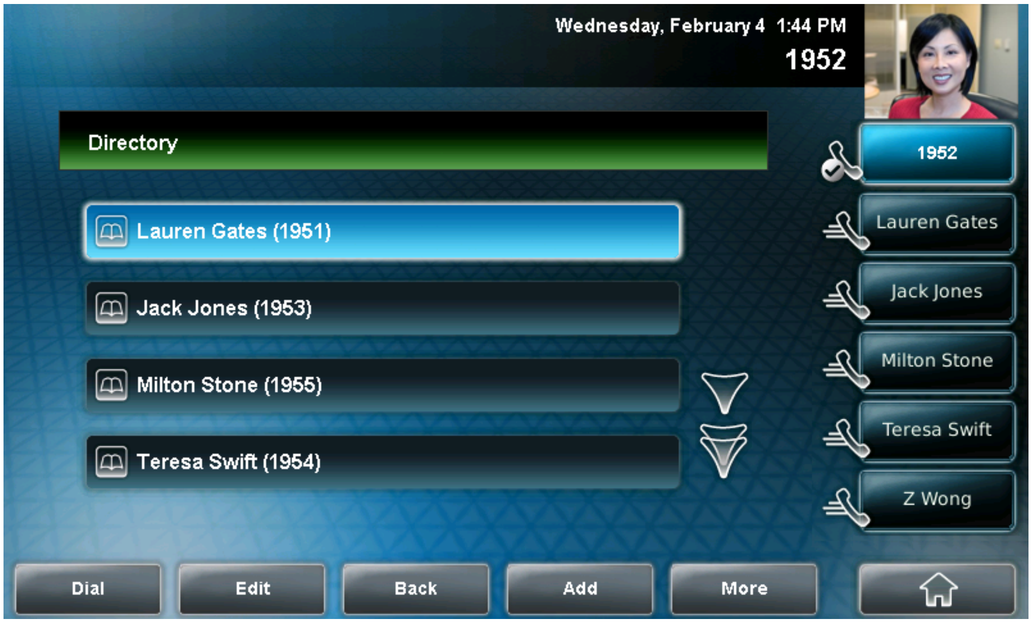
Updating Contacts in Your Local Contact Directory

You can update contact information for contacts in your local Contact Directory. You cannot update information for contacts in your Corporate Directory.

To update a contact in your local Contact Directory:

1. Tap ▤ > **Features** > **Contact Directory**.

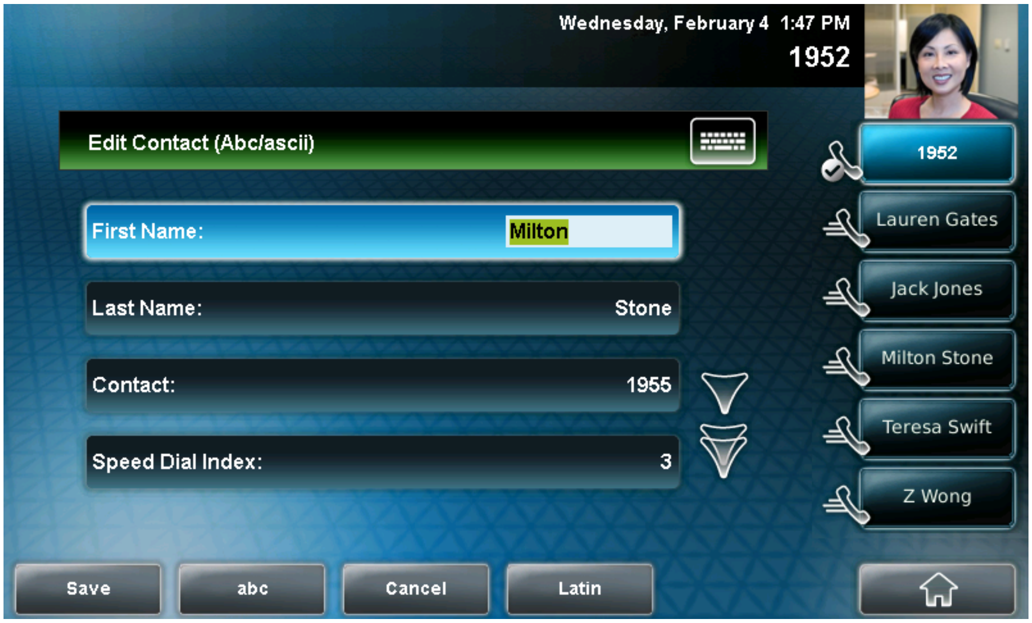
   The Directory screen displays.


Wednesday, February 4 1:44 PM
1952
Directory
Lauren Gates (1951)
Jack Jones (1953)
Milton Stone (1955)
Teresa Swift (1954)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Dial
Edit
Back
Add
More

2. Tap the contact whose information you want to update. Or, search for the contact (see Searching for Contacts in Your Local Contact Directory on page 2-55).

3. Tap the **Edit** soft key.

   The Edit Contact screen displays.


Wednesday, February 4 1:47 PM
1952
Edit Contact (Abc/ascii)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Save
abc
Cancel
Latin

First Name: Milton

Last Name: Stone

Contact: 1955

Speed Dial Index: 3

4. Update the contact information.

   For information on the fields you can update, see Adding Contacts Manually (step 3) on page 2-49.

5. Tap the **Save** soft key.

6. Tap ⌂ to return to the idle screen.

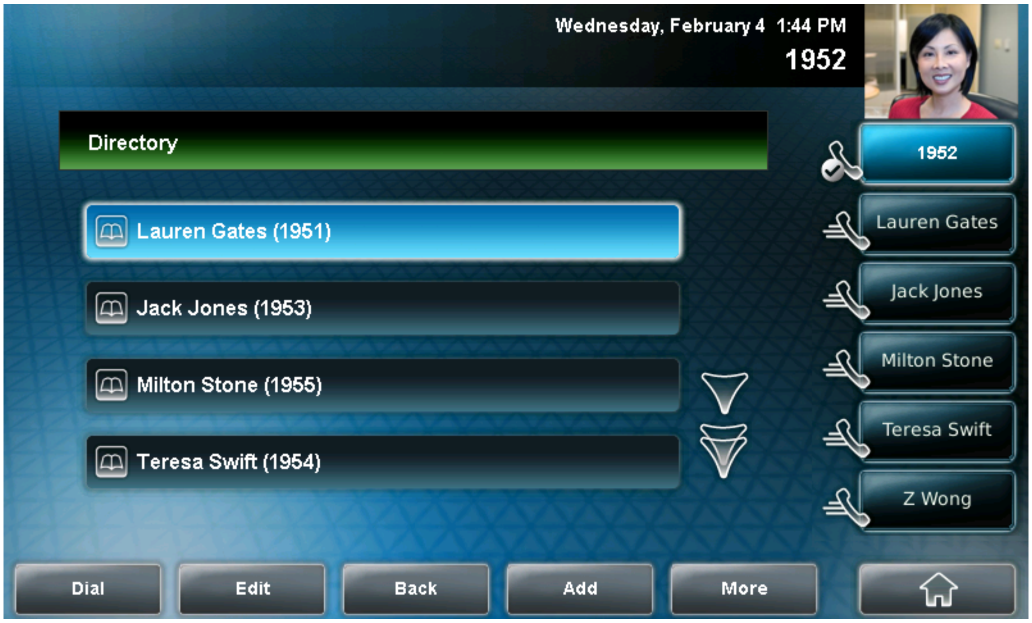
Deleting Contacts from Your Local Contact Directory

You can delete contacts from your local Contact Directory, but not from your Corporate Directory.

To delete a contact from the local Contact Directory:

1. Tap ☰ > **Features** > **Contact Directory**.

   The Directory screen displays.


Wednesday, February 4 1:44 PM
1952
Directory
Lauren Gates (1951)
Jack Jones (1953)
Milton Stone (1955)
Teresa Swift (1954)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Dial
Edit
Back
Add
More

2. Tap the contact you want to delete. Or, search for the contact (see Searching for Contacts in Your Local Contact Directory on page 2-55).
3. Tap the **Delete** soft key.

   The contact is deleted from the directory.

4. Tap ⌂ to return to the idle screen.

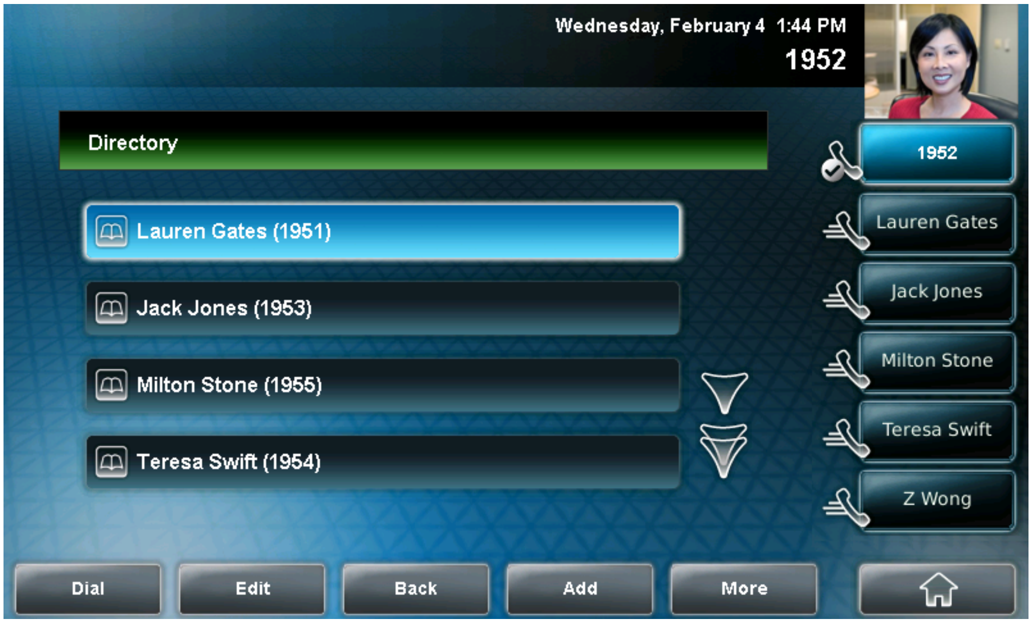
Placing Calls to Contacts

You can place calls to contacts from your local Contact Directory or from the Corporate Directory.

To place a call to a contact in the local Contact Directory:

1. Tap ▤ > **Features** > **Contact Directory**.

   The Directory screen displays.


Wednesday, February 4 1:44 PM
1952
Directory
Lauren Gates (1951)
Jack Jones (1953)
Milton Stone (1955)
Teresa Swift (1954)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Dial
Edit
Back
Add
More

2. Tap the contact you want to call. Or, search for the contact (see Searching for Contacts in Your Local Contact Directory on page 2-55).
3. To place the call, tap the **Dial** soft key.

Note

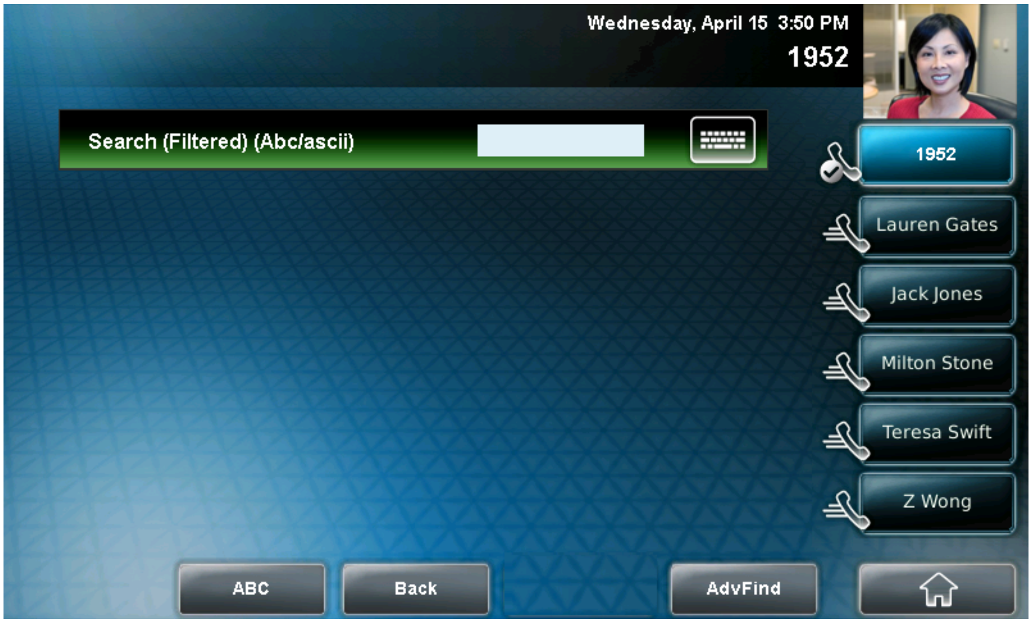
If a contact is highlighted, you can automatically place a call to the contact by picking up the handset.

To place a call to a contact in the Corporate Directory:

1. Tap ☰ > **Features** > **Corporate Directory**.

   The Corporate Directory search screen displays.

Note If you have enabled your phone to save the results of your last search (or remember the last contact you selected), your previous search results (or the contact), will display instead of a blank search screen. To enable this feature, see Enabling Your Phone to Save Corporate Directory Search Results on page 2-48.


Wednesday, April 15 3:50 PM
1952
Search (Filtered) (Abc/ascii)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
ABC
Back
AdvFind

2. Search for the contact you want to call (see Searching for Contacts in a Corporate Directory on page 2-56).
3. If the contact is not already highlighted, tap the contact, and then tap the **Dial** soft key.

Note If a contact is highlighted, you can automatically place a call to the contact by picking up the handset.

Managing Incoming Calls

You can manage incoming calls from the contacts in your directory by doing the following:

- Setting up a distinctive ring tone for a contact.
- Rejecting calls from a particular contact by sending the call to your voice and video mail system. (If you do not have a voice and video mail system set up, the call will still ring on your phone.)
- Diverting calls from a particular contact to another party.

Distinguishing Calls

You can customize your phone so that you can distinguish callers by certain ring tones. For information on setting a distinctive ring tone for a particular contact, see Setting Ring Tones for Contacts on page 2-23.

Rejecting Calls

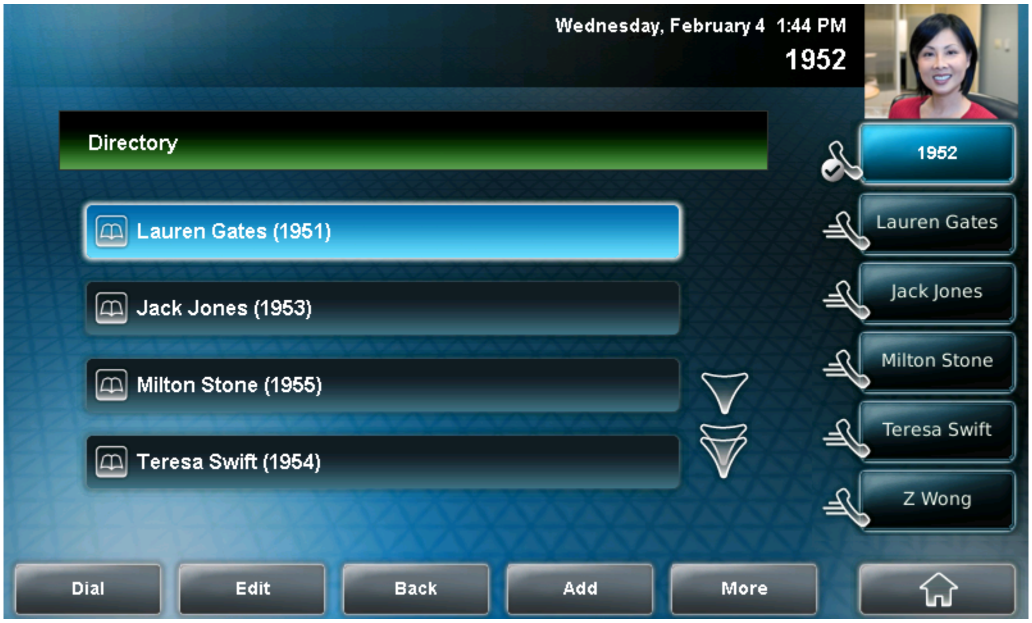
You can customize your phone so that incoming calls from a particular party are immediately sent to your voice and video mail system. (If you do not have one set up, the call will still ring on your phone.)

Note Rejecting calls is not available on shared lines.

To send incoming calls from a particular contact directly to voice/video mail:

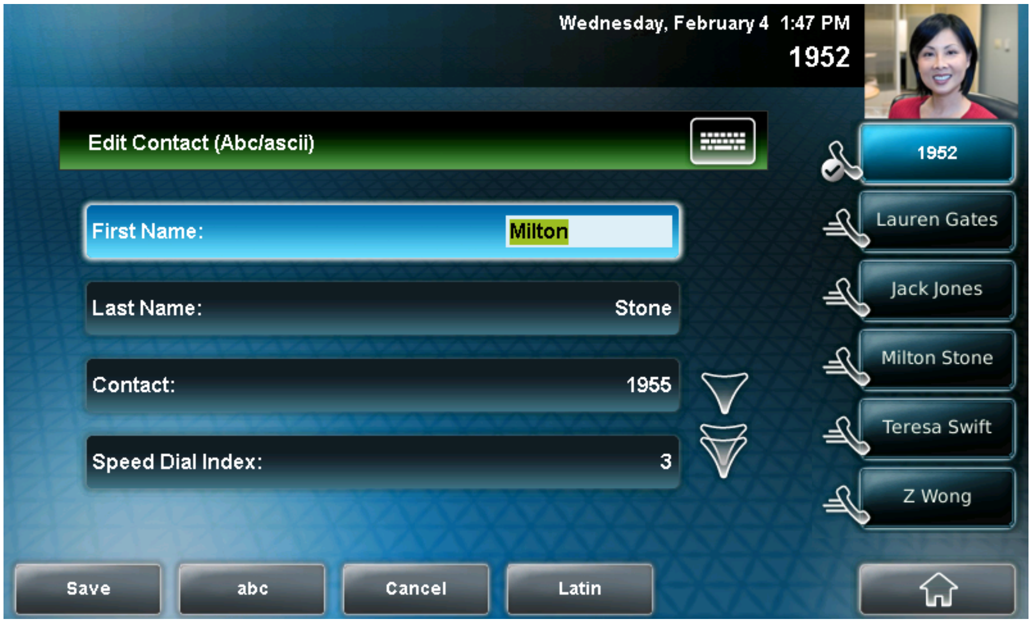
1. Tap > **Features** > **Contact Directory**.

   The Directory screen displays.


Wednesday, February 4 1:44 PM
1952
Directory
Lauren Gates (1951)
Jack Jones (1953)
Milton Stone (1955)
Teresa Swift (1954)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Dial
Edit
Back
Add
More

2. Tap the contact whose information you want to update, and then tap the **Edit** soft key.

   The Edit Contact screen displays.


Wednesday, February 4 1:47 PM
1952
Edit Contact (Abc/ascii)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Save
abc
Cancel
Latin

First Name: Milton
Last Name: Stone
Contact: 1955
Speed Dial Index: 3

3. Tap the **Auto Reject** field, and then tap the field's highlighted grey box. From the drop-down list, tap **Enabled.**
4. Tap the **Save** soft key.
5. Tap ⌂ to return to the idle screen.

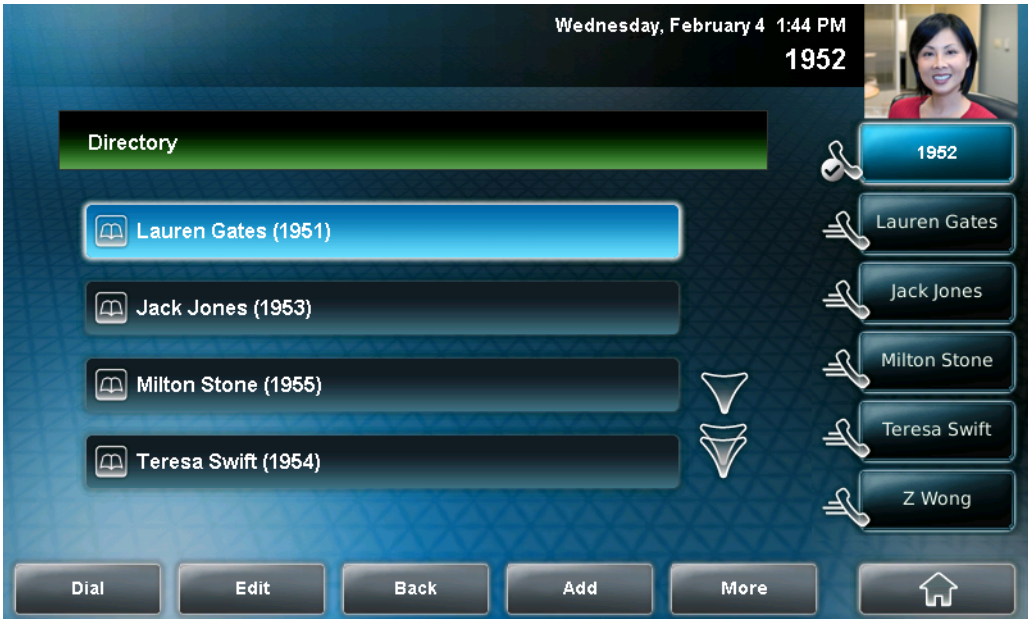
Diverting Calls

You can customize your phone so that incoming calls from a particular party are transferred directly to a third party.

To divert incoming calls from a contact to a third party:

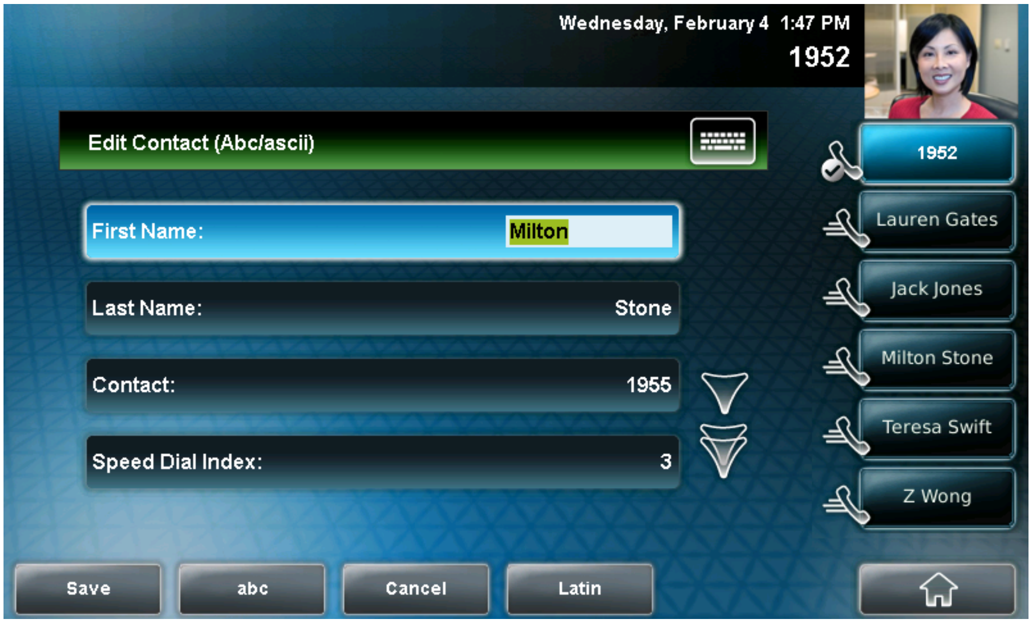
1. Tap ☰ > **Features** > **Contact Directory**.

   The Directory screen displays.


Wednesday, February 4 1:44 PM
1952
Directory
Lauren Gates (1951)
Jack Jones (1953)
Milton Stone (1955)
Teresa Swift (1954)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Dial
Edit
Back
Add
More

2. Tap the contact for whom you want to transfer calls.

   The Edit Contact screen displays.



Wednesday, February 4 1:47 PM

1952

Edit Contact (Abc/ascii)

First Name: Milton

Last Name: Stone

Contact: 1955

Speed Dial Index: 3

3. Tap the **Divert Contact** field, and then enter the number of the party to whom you want to divert the call.
4. Tap the **Auto Divert** field, and then tap the field's highlighted grey box. From the drop-down list, tap **Enabled**.
5. Tap the **Save** soft key.
6. Tap ⌂ to return to the idle screen.

System Customizations

The following section details how your system administrator can customize your phone. The customizations include:

- Supporting Multiple Lines
- Supporting Multiple Line Keys Per Line
- Supporting Shared Lines

For detailed information on the following customizations, see your system administrator.

Supporting Multiple Lines

Your phone can support up to six different lines. Lines are assigned to the Line Keys on your phone. Typically, the top-most Line Key is reserved for the principal directory number (DN) of the phone.

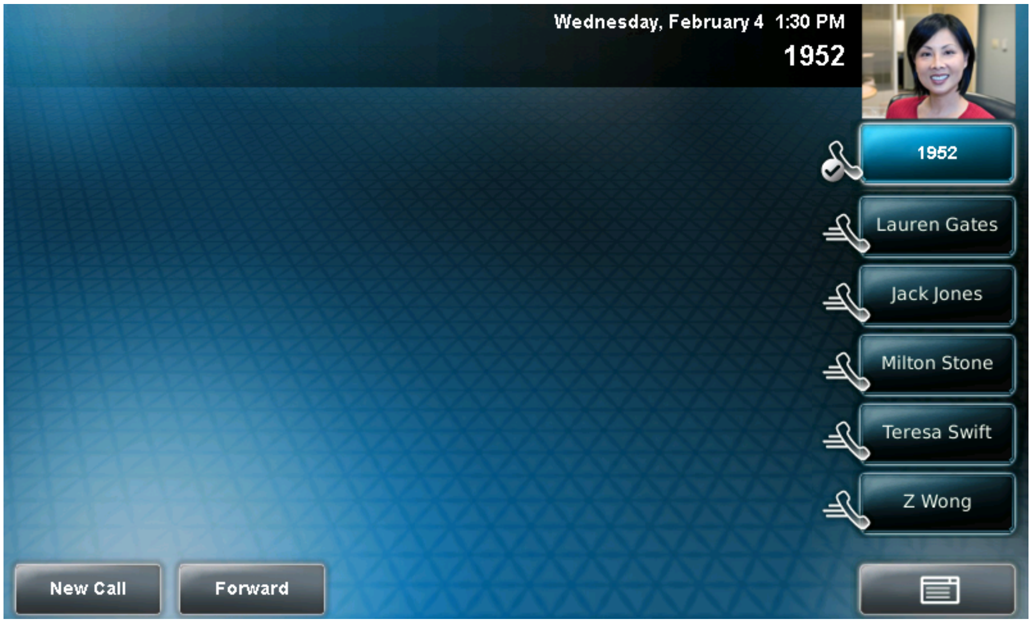
When the phone is idle, Line Keys can display the following icons. (For information on icons that display when the phone has a call, see Phone Icons on page 1-21.)

Line Key Icon	Displays for ...
☎✓	Registered, private lines.
☎☎✓	Registered, shared lines.
☎✗	Unregistered lines.
☎↗	Lines that have the **Always** call forwarding type enabled.
☎ DND	Lines that have Do Not Disturb enabled.

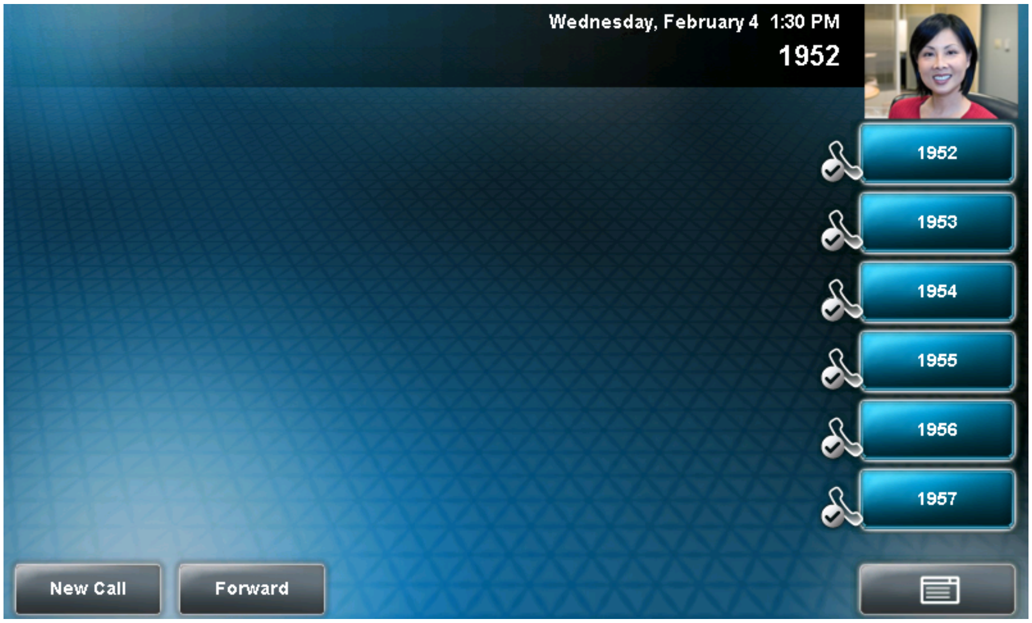
Your phone can handle a maximum of 24 calls, distributed across all lines. If your phone has two lines, and one line has 24 calls, your phone cannot accept any other calls.

You can set up any available key (that is, one that is not assigned to a line) as a Speed Dial Key. Speed Dial Keys display ☎.

The following figure shows a phone set up with one phone line (1952). Since one Line Key is taken, there are five keys available that you can assign as Speed Dial Keys. In this example, five Speed Dial Keys are set up.


Wednesday, February 4 1:30 PM
1952
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
New Call
Forward

The following figure shows a phone set up with six different phone lines (1952, 1953, 1954, 1955, 1956, and 1957). In this case, there are no available keys that you can assign as Speed Dial Keys.

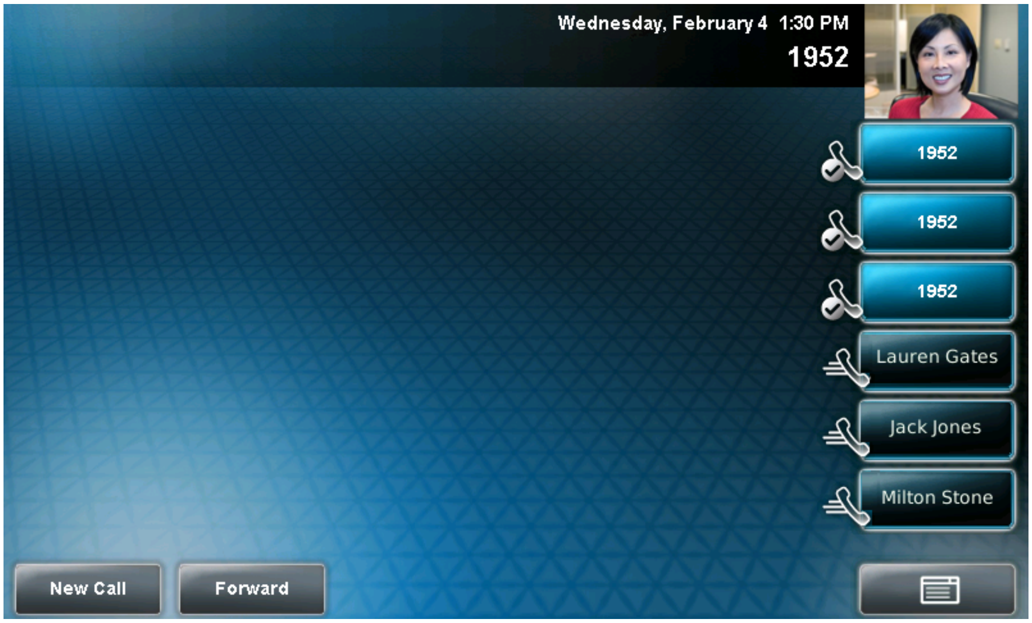

Wednesday, February 4 1:30 PM
1952
1952
1953
1954
1955
1956
1957
New Call
Forward

Supporting Multiple Line Keys Per Line

Your system administrator can assign each phone line to a single Line Key, or to multiple Line Keys.

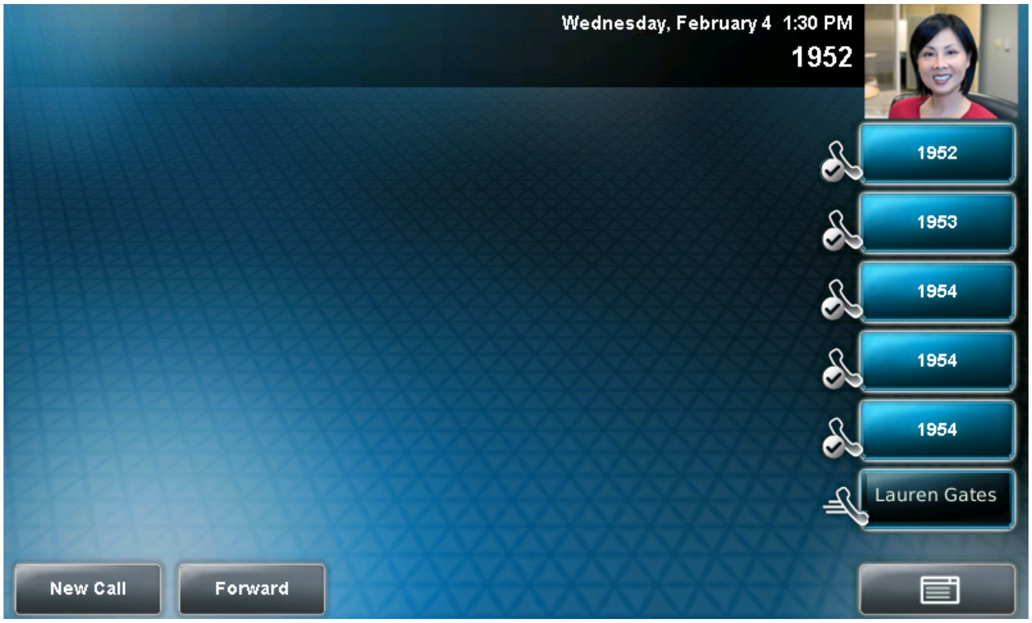
Incoming and outgoing calls for a phone line will be distributed evenly across all Line Keys that are assigned to the phone line. For example, if you have two Line Keys set up as 1952, and you have an active call for 1952 on the first Line Key, an incoming call for 1952 will go to the second Line Key.

The following figure shows a phone that is set up with one phone line (1952) that is assigned to three Line Keys. In this case, incoming and outgoing calls for line 1952 will be distributed evenly across the three Line Keys. There are three available keys that are set up as Speed Dial Keys.



Your phone can be set up to have a combination of lines with a single Line Key and lines with multiple Line Keys.

The following figure shows a phone set up with two lines (1952 and 1953) that are each assigned to a Line Key, and a third line (1954) assigned to three Line Keys. There is one available key that is set up as a Speed Dial Key.



Supporting Shared Lines

Note Shared lines is an optional feature and may not be supported on your particular system. For more information, contact your system administrator.

Note Call Forwarding is not available on shared lines.

Do Not Disturb (DND) on shared lines disables the ringing option only. You will still see a visual notification.

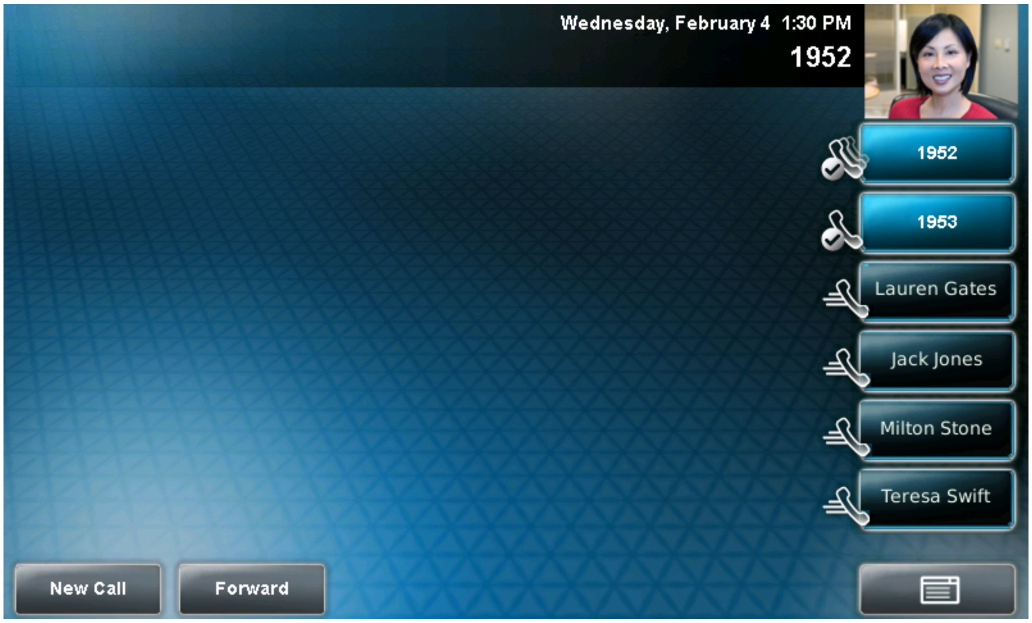
Your system administrator can set up your phone to support shared lines. If two phones share a line, an incoming call to that number will cause both phones to ring. The call can be answered on either phone, but not on both. Calls on shared lines can be transferred, placed on hold, or added to a conference.

If you have an incoming call on a shared line, you can tap the **Silence** soft key to stop your phone from ringing. The call's visual notification will still display.

The following table shows the Line Key icons and status indicators that display for shared lines.

Line Key Icon	Shared Line Status	Line Key Status Indicator
☎✓	Idle	(No indicator)
☎▶	Active call	Solid red
☎⏸	Call or calls on hold	Flashing red

In the following figure, line 1952 is shared and line 1953 is private.


Wednesday, February 4 1:30 PM
1952
1952
1953
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
New Call
Forward

3

Using the Basic Features of Your Phone

This chapter provides basic operating instructions for the Polycom VVX 1500 C Business Media Phone for Cisco Unified Communications Manager (SIP). The topics include:

- Handling Calls on page 3-2
- Placing Calls on page 3-6
- Answering Calls on page 3-12
- Ending Calls on page 3-15
- Redialing Numbers on page 3-15
- Placing Calls on Hold on page 3-16
- Hosting Conference Calls on page 3-18
- Transferring Calls on page 3-25
- Forwarding Calls on page 3-28
- Enabling Do Not Disturb on page 3-33
- Managing Speed Dial Keys on page 3-38
- Accessing Voice and Video Mail on page 3-42

To customize your phone, see Customizing Your Phone on page 2-1. To read about the phone's advanced features, see Using the Advanced Features of Your Phone on page 4-1.

If you require additional information or assistance with your new phone, contact your system administrator.

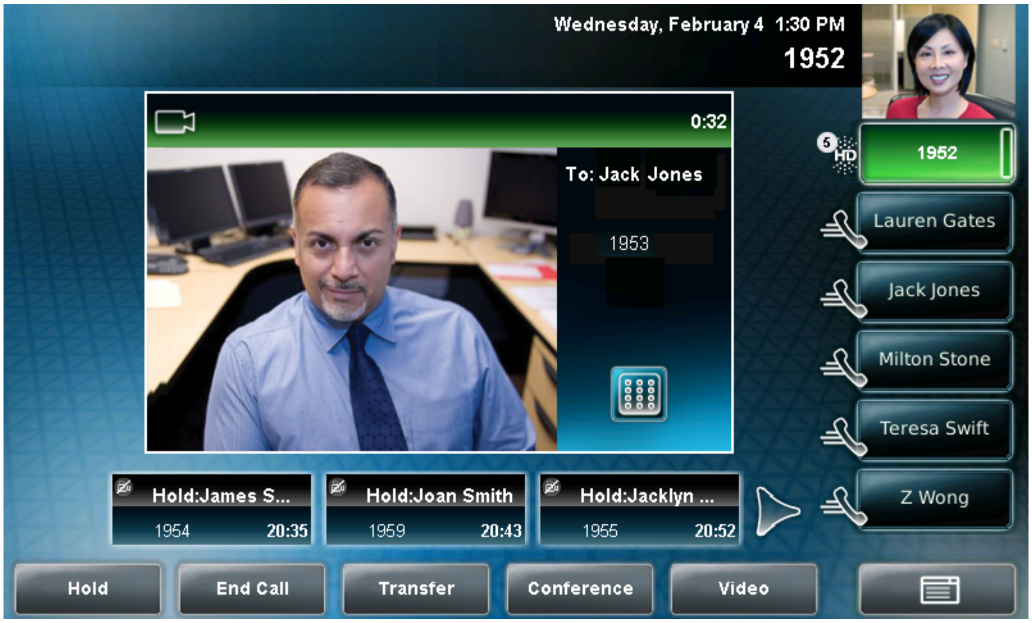
Handling Calls

At any time, only one active call can be in progress on your phone. The active call is the one that has audio or video associated with it. There may be multiple other calls on hold, or in an "Incoming call" or "Ringing" state.

Your phone can handle a maximum of 24 concurrent calls. At most, your phone can handle one active call with 23 calls on hold, or 24 calls on hold.

Your phone displays all active incoming and outgoing calls in a large window in the center of the screen. Inactive calls (calls on hold, or incoming calls that you don't immediately answer) for a particular Line Key display in a row above the soft keys (the "inactive call group").

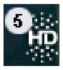
The following figure shows one active and four calls on hold for Line Key 1952.


Wednesday, February 4 1:30 PM
1952
0:32
To: Jack Jones
1953
5
HD
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Hold:James S...
1954
20:35
Hold:Joan Smith
1959
20:43
Hold:Jacklyn ...
1955
20:52
Hold
End Call
Transfer
Conference
Video

To select a call on hold, tap the call on hold. New soft keys will display that apply to the selected call. If there are more than three calls on hold, tap ▷ or ◁ to view and select the additional calls on hold. You can also press the **Right** arrow key or the **Left** arrow key to view and select a call on hold.

The touch screen only displays calls for one Line Key at one time. The calls that currently display on the touch screen are associated with the Line Key that is green.

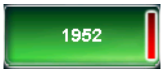
To display and access the calls on another Line Key, tap that Line Key. When you tap a Line Key, the first call on hold in the inactive call group for that Line Key will automatically resume.

The number of calls associated with a Line Key is indicated by a counter, 

, on the Line Key.

A Line Key will either be green or blue:

- Green—Indicates that the Line Key has an active call or an incoming call. A green Line Key is associated with the calls that currently display on the touch screen (active or inactive).
- Blue—Indicates that the Line Key doesn't have an active call, or has an incoming call that has been minimized and placed in the inactive call group. The calls associated with a blue Line Key do not currently display on the touch screen.

Line Keys also have a status indicator (a vertical bar on the far-right of the Line Key), 

. The status indicator can be:

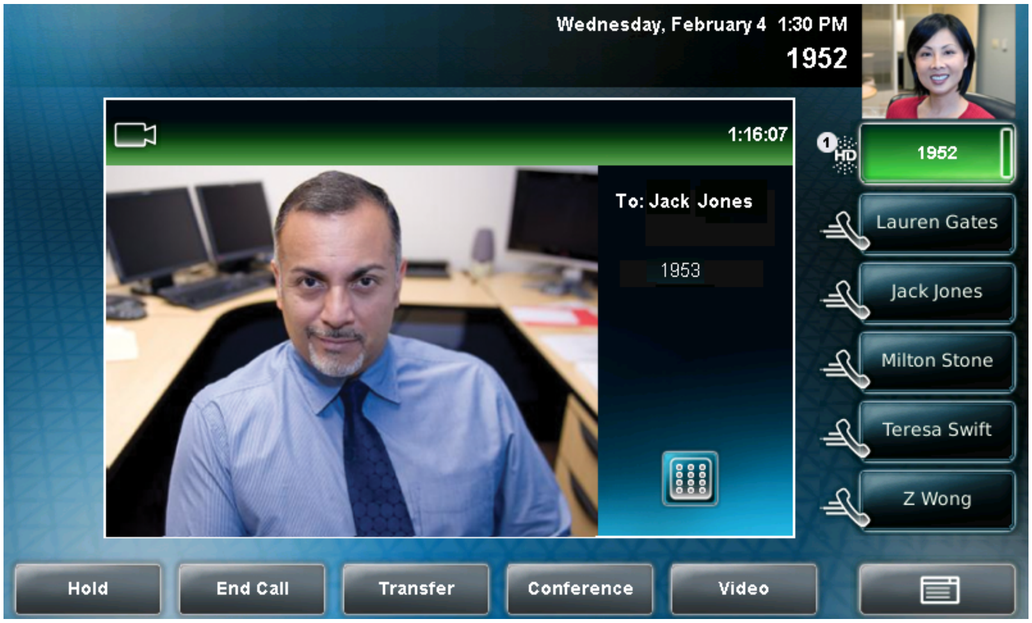
- Solid green—A dial-tone is available, dialing is in progress, or a call is active.
- Flashing green—An incoming call.
- Solid red—A remote shared line is active.
- Flashing red—A call (one or more) is on hold.

Handling Video Calls

Note Your phone can exchange video with a video endpoint other than a Polycom VVX 1500 C phone. For a list of compatible endpoints, see your system administrator.

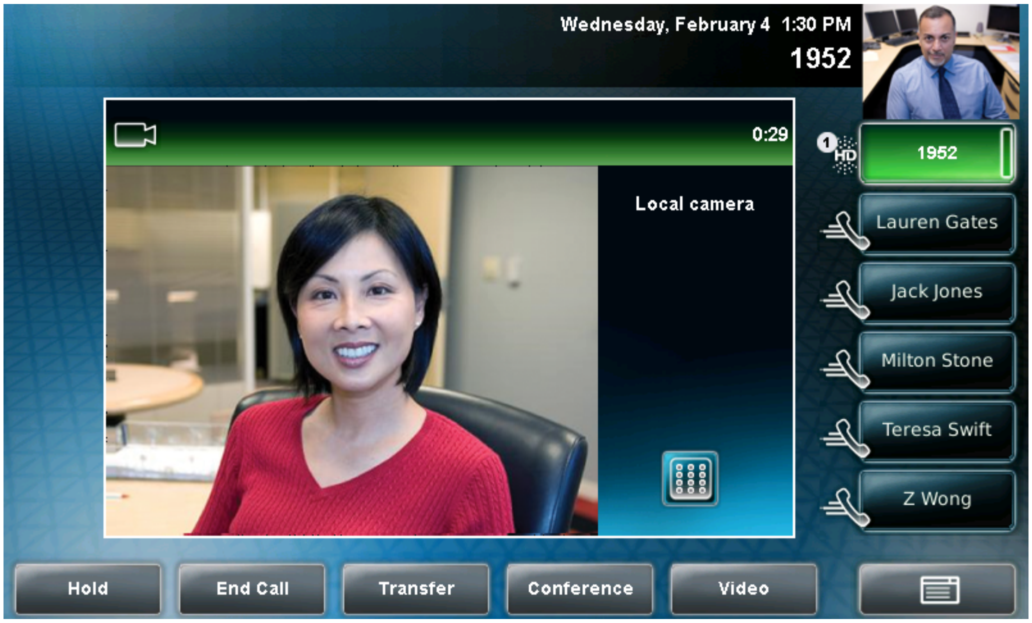
Your phone displays video in two windows: a small picture-in-picture (PIP) window located on the top-right of the screen, and a larger window centered in the middle of the touch screen. By default, the near site displays in the PIP, and the far site displays in the window in the center of the touch screen. Information about the call, such as the phone number of the party with whom you are talking and the duration of the call, appears next to the far site when it is displayed in the window in the center of the touch screen.

The following figure shows the near site in the PIP, and the far site, together with call information, in the larger window in the center of the touch screen.


Wednesday, February 4 1:30 PM
1952
1:16:07
To: Jack Jones
1953
1
HD
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Hold
End Call
Transfer
Conference
Video

You can tap the PIP to swap the windows the sites display in. When the near site displays in the window in the center of the touch screen, “Local camera” displays next to it.

The following figure shows the near site in the window in the center of the touch screen and the far site in the PIP.


Wednesday, February 4 1:30 PM
1952
0:29
Local camera
1
HD
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Hold
End Call
Transfer
Conference
Video

During a video call, you can tap the **Video** soft key or press VIDEO to display soft keys that allow you to access video features. The Video soft key is only available when a video call is active. If you press VIDEO during an audio-only call, the video soft keys will not display.

During a video call, you can tap the Video soft key to display the following video soft keys:

- Stop Video/Start Video—Starts and stops the transmission of near-site video. When you tap the **Stop Video** soft key, the far-site will no longer see you.

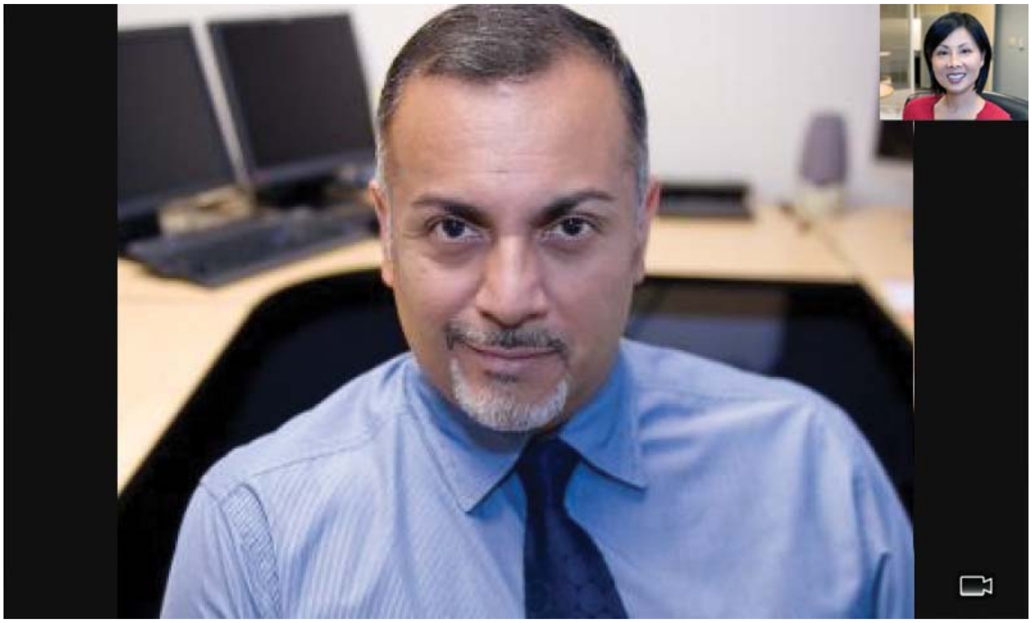
  When you tap the **Stop Video** soft key, the stop video icon, , displays next to the near site, in either the PIP or in the larger window in the center of the touch screen.

Note

If you want, you can disable video across all calls, not just for the current call. For information on disabling video for all calls, see Disabling and Stopping Video on page 2-25.

You cannot start and stop far-site video. When your phone receives far-site video, your phone will always display the far site.

- Full Screen—Displays the video that is in the center of the screen on the full screen. The PIP still displays in the corner, but the soft keys are hidden. (Depending on the video endpoint, you may or may not see the black bars.)



To display the site in the center of the touch screen and to access soft keys again, tap the touch screen outside of the PIP. (If you tap the PIP, you will just swap the windows the sites display in.)

Note

You don't have to access the video soft keys to display video on the full screen. During a video call, tap the window in the center of the touch screen to display the site on the full screen. To display the site in the center of the touch screen again, tap the touch screen outside of the PIP.

- Swap—Switches the windows the sites display in. For example, the site in the PIP will display in the window in the center of the touch screen, and the site in the window in the center of the touch screen will display in the PIP.

Note

You don't have to access the video soft keys to swap the windows the sites display in. During a video call, tap the PIP to swap the windows the sites display in. To swap windows again, tap the PIP again.

If you want, you can set up your phone to automatically display the far site on the full screen. For more information, see Updating Video Settings on page 2-26.

- Back—Displays the call soft keys again (Hold, End Call, Transfer, and Conference).

For more information on using video and updating video settings, see Updating Video Settings on page 2-26.

Placing Calls

You can place a call in various ways using your phone:

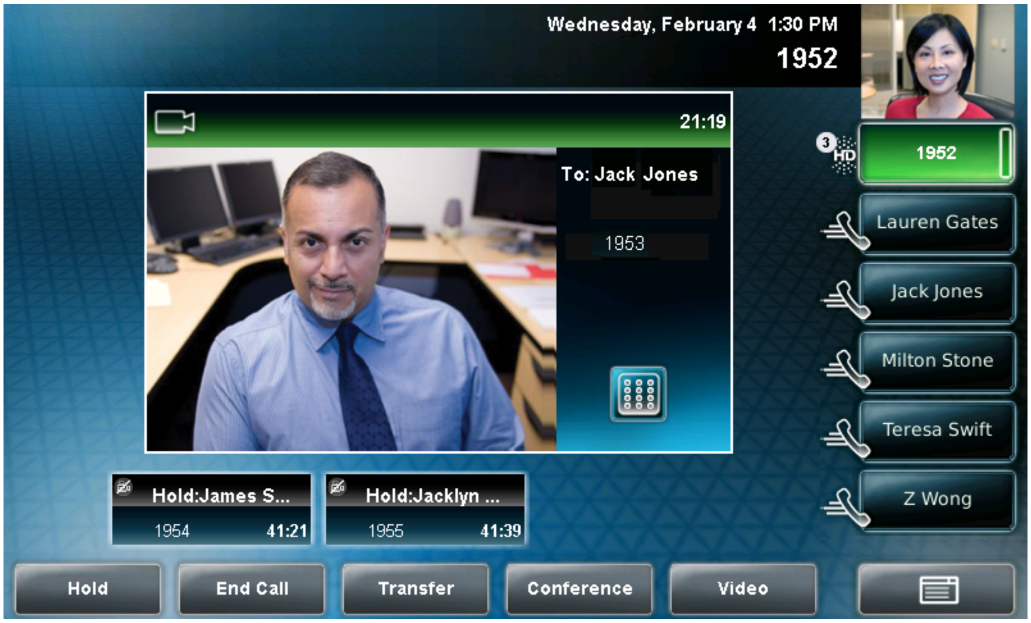
- Using the handset
- Using the speakerphone
- Using the headset

You can dial the number first, and then choose the method to speak to the other party (handset, speakerphone, or headset), or choose the method first, and then dial the number. You can also place a call using a URL or IP address.

During a call, you can alternate between handset, headset, or speakerphone modes by picking up the handset, or pressing HEADSET or SP PHONE. For example, if you are using the handset, you can switch to headset mode by pressing HEADSET, or switch to speakerphone mode by pressing SP PHONE.

Your phone monitors the duration of all calls through a local call timer. You can view the call timer for the active call and for calls on hold.

In the figure below, the active call to Jack Jones has lasted for 21 minutes, 19 seconds. The calls to James and Jacklyn have lasted for 41 minutes, 21 seconds and 41 minutes, 39 seconds respectively.


Wednesday, February 4 1:30 PM
1952
21:19
To: Jack Jones
1953
3
HD
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Hold:James S...
1954
41:21
Hold:Jacklyn ...
1955
41:39
Hold
End Call
Transfer
Conference
Video

Note

Instead of entering a phone number from memory, you can access call lists, directories, and speed dial lists to display and dial numbers for you. You can also redial numbers. For more information, see Using Call Lists on page 2-43, Managing Contacts on page 2-46, Placing Calls Using Speed Dial on page 3-10, and Redialing Numbers on page 3-15.

Placing Calls Using the Handset

Dialing Numbers Using the Handset

To dial a number using the handset:

>> Do one of the following:

- Pick up the handset, and then enter the phone number.

Note Your system administrator sets up your phone to automatically place the call after you enter a certain number of digits. If your phone does not automatically place the call after you enter a phone number, tap the **Send** soft key.

or

- Enter the phone number, tap the **Dial** soft key, and then pick up the handset.

Dialing URLs or IP Addresses Using the Handset

To dial a URL or IP address using the handset:

1. Pick up the handset.
2. Tap the **URL** soft key.
3. Enter the URL or IP address. (See Entering Data and Editing Fields on page 1-25.)
4. Tap the **Send** soft key.

Placing Calls Using the Speakerphone

Note If your speakerphone does not work, your system administrator may have disabled the speakerphone on your phone. You must handle calls using the handset or a headset.

If your system administrator disables the speakerphone on your phone, “Handsfree mode disabled” appears on the touch screen after you press the **SP PHONE** key.

Dialing Numbers Using the Speakerphone

To dial a number using the speakerphone:

>> With the handset on-hook, do one of the following:

– Tap the **New Call** soft key or the Line Key, or press SP PHONE to obtain a dial tone. Then, enter the phone number.

Note

Your system administrator sets up your phone to automatically place the call after you enter a certain number of digits. If your phone does not automatically place the call after you enter a phone number, tap the **Send** soft key.

or

– Enter the phone number, and then tap the **Dial** soft key or the Line Key, or press SP PHONE .

Dialing URLs or IP Addresses Using the Speakerphone

To dial a URL or IP address using the speakerphone:

1. Tap the **New Call** soft key or the Line Key, or press SP PHONE .
2. Tap the **URL** soft key.
3. Enter the URL or IP address. (See Entering Data and Editing Fields on page 1-25.)
4. Tap the **Send** soft key.

Placing Calls Using the Headset

Note

To permanently enable your headset, see Enabling Headset Memory Mode on page 2-7.

Dialing Numbers Using the Headset

To dial a number using the headset:

>> With the optional headset connected, do one of the following:

– Tap the **New Call** soft key or the Line Key to obtain a dial tone. Then, press HEADSET , and then enter the phone number.

Note

> Your system administrator sets up your phone to automatically place the call after you enter a certain number of digits. If your phone does not automatically place the call after you enter a phone number, tap the **Send** soft key.

or

- Enter the phone number, tap the **Dial** soft key, and then press HEADSET.

Dialing URLs or IP Addresses Using the Headset

To dial a URL or IP address using the headset:

1. Tap the **New Call** soft key or the Line Key to obtain a dial tone.
2. Press HEADSET.
3. Tap the **URL** soft key.
4. Enter the URL or IP address. (See Entering Data and Editing Fields on page 1-25.)
5. Tap the **Send** soft key.

Placing Calls Using Speed Dial

Note

> A contact may not have a speed dial number. To find out what a contact's speed dial index number is, or to assign or update a speed dial index number, see Updating Contacts in Your Local Contact Directory on page 2-58.

You can quickly "speed dial" a contact by doing one of the following:

- Tapping the contact's Speed Dial Key.

  Not all contacts have a Speed Dial Key. For information on Speed Dial Keys, see Managing Speed Dial Keys on page 3-38.

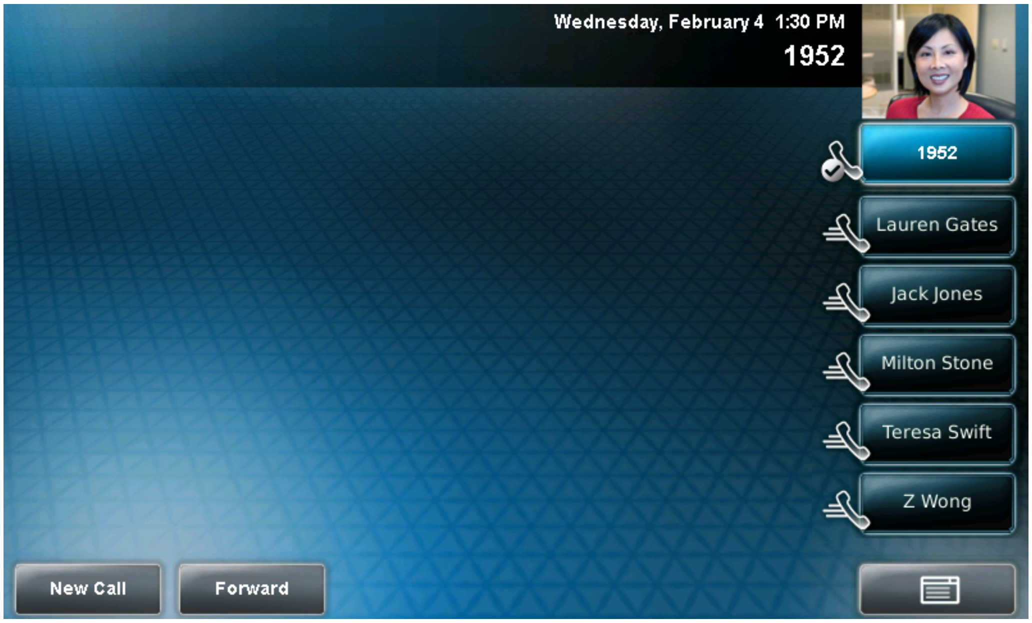
- Accessing the Speed Dial Information screen.

To place a call to a contact using speed dial:

>> Do one of the following:

- Tap the contact's Speed Dial Key.

In the following figure, Speed Dial Keys are assigned to Lauren Gates, Jack Jones, Milton Stone, Teresa Swift, and Z Wong.


Wednesday, February 4 1:30 PM
1952
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
New Call
Forward

or

- From the idle screen, press the **Up** arrow key. From the Speed Dial Information screen, tap the contact.

Note During a call, you cannot access the Speed Dial Information screen by pressing the **Up** arrow key.

or

- If the contact has a speed dial index number that is equal to or less than 99, enter the speed dial index number from the idle screen, and then press # (on the phone console). From the Speed Dial Information screen, tap the **Dial** soft key.

The call is placed.

Note If you highlight a contact, you can automatically place a call to the contact by picking up the handset.

Answering Calls

When you are not in another call, you can answer a call in three ways:

- Using the handset
- Using the speakerphone
- Using the headset

Note

Your phone distributes incoming calls for lines that have multiple Line Keys evenly across all Line Keys.

Note

If you don't want to answer a call, or you want to delay answering a call, do the following:

- To remove the incoming call window in the center of the touch screen, minimize it, and place it in the inactive call group (so you can still answer it, if you want), tap the **Ignore** soft key.
- To remove the incoming call window and the opportunity to answer the call, tap the **Reject** soft key (for private lines), the **Silence** soft key (for shared lines) or press the **DND** key (Do Not Disturb) when your phone rings. The Do Not Disturb mode stays active until you press the **DND** key again.
- To forward incoming calls to another phone, tap the **Forward** soft key (see Forwarding Calls Dynamically on page 3-33). (If your phone is set up with shared lines, there is no Forward soft key.)

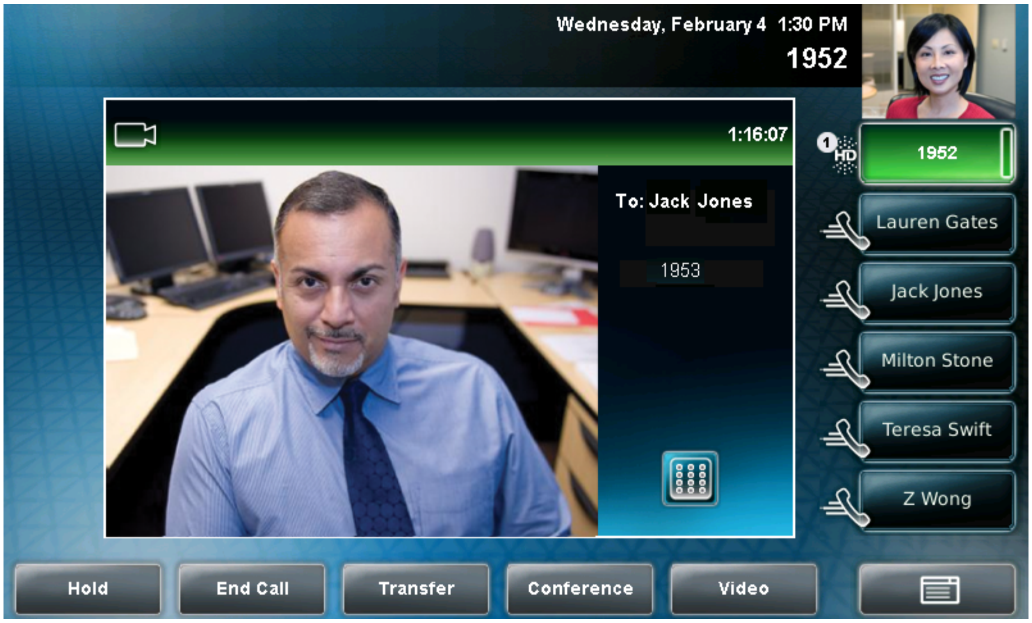
Note

If you set up your phone with a silent ring, tap the Line Key with the status indicator that is flashing green, or tap the **Answer** soft key, to answer the call. If your handset is off-hook, the call is routed to the handset. If your handset is on-hook, the call is routed to the speaker.

Answering When Not in Another Call

In all cases, the active call will appear on the screen and display the call duration and who the call is from.

The following figure shows an active video call.


Wednesday, February 4 1:30 PM
1952
1:16:07
To: Jack Jones
1953
1
HD
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Hold
End Call
Transfer
Conference
Video

To answer a call using the handset:

>> Pick up the handset.

To answer a call using the speakerphone:

Note

> If your speakerphone does not work, your system administrator may have disabled the speakerphone on your phone. Handle calls using a handset or headset instead.
>
> If your system administrator disables the speakerphone on your phone, “Handsfree mode disabled” appears on the touch screen after you press the **SP PHONE** key.

>> With the handset on-hook, do one of the following:

- Tap the incoming call window that displays in the middle of the touch screen.

  (After 10 seconds, the incoming call is placed in the inactive call group, and you have to tap the **Answer** soft key to answer it.)
- Tap the **Answer** soft key.
- Tap the Line Key with the status indicator that is flashing green.
- Press SP PHONE.

To answer a call using the headset:

>> Do one of the following:

- Press HEADSET.

or

- If Headset Memory Mode is activated, tap the Line Key with the status indicator that is flashing green, or tap the **Answer** soft key.

Answering When in Another Call

If you have an active call and an incoming call arrives (on the same or a different Line Key), the following happens:

- A call waiting tone beeps.

Note

A “beep” is the default call waiting tone. Your system administrator can change the tone to another sound, or make it silent.

- The status indicator on the Line Key indicator associated with the incoming call flashes green.
- The call counter for the Line Key associated with the incoming call increments by one (showing the number of calls associated with the Line Key, including the incoming call).
- Caller information for the incoming call displays in a window in the center of the touch screen, and the Line Key associated with the incoming call glows green. After a certain length of time, the window is minimized and placed in the inactive call group, and the Line Key associated with the call glows blue (if there is an active call on another Line Key).

To answer an incoming call when you are in another call:

>> Tap the Line Key with the status indicator that is flashing green, or tap the **Answer** soft key. The original call is automatically placed on hold, and the incoming call becomes the active call.

Note

If you wait too long, the incoming call window is minimized and placed in the inactive call group (along the bottom of the touch screen), and the active call reappears in the window in the center of the touch screen. To answer the incoming call, tap the Line Key with the status indicator that is flashing green, or tap the **Hold** soft key to place the active call on hold, and then tap the **Answer** soft key.

To answer an incoming call on a shared line:

1. Tap the Line Key with the status indicator that is flashing green, or tap the **Answer** soft key.
2. Tap the **Hold** soft key or press HOLD .

Note If you wait too long, the incoming call window is minimized and placed in the inactive call group (along the bottom of the touch screen), and the active call reappears in the window in the center of the touch screen. To answer the incoming call, tap the Line Key with the status indicator that is flashing green, or tap the **Hold** soft key to place the active call on hold, and then tap the **Answer** soft key.

Anyone on another phone configured to use the same shared line may take the call by tapping the Line Key associated with the held call (represented by a flashing red status indicator).

Ending Calls

To end a call:

>> Do one of the following:

- Tap the **End Call** soft key.
- If you are in handset mode, replace the handset.
- If you are in speakerphone mode, press SP PHONE .
- If you are in headset mode, press HEADSET .

Redialing Numbers

Redial a number by pressing REDIAL , or accessing your placed calls list.

To redial the last call placed from your phone:

>> Press REDIAL .

A call to your last placed call is attempted.

To redial a previously placed call:

1. Do one of the following:

   – Tap ☰ > **Features** > **Call Lists** > **Placed Calls**.

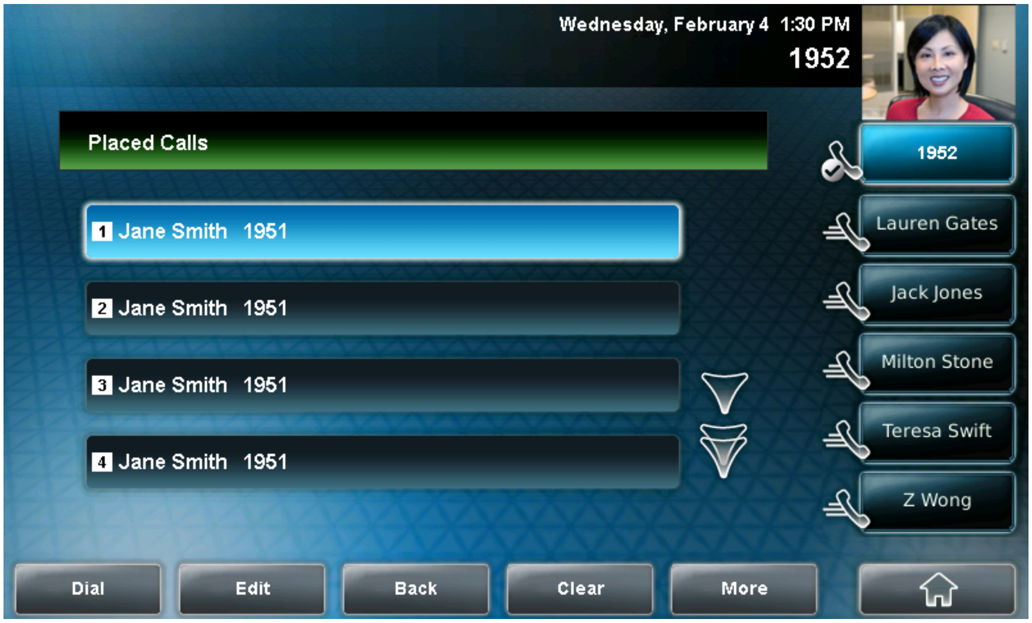
   or

   – From the idle screen, press the **Right** arrow key.

   The Placed Calls list displays.

Note

You can also place a call from the Missed Calls and Received Calls lists. To access the Missed Calls list, press the **Down** arrow key. To access the Received Calls list, press the **Left** arrow key.


Wednesday, February 4 1:30 PM
1952
Placed Calls
1 Jane Smith 1951
2 Jane Smith 1951
3 Jane Smith 1951
4 Jane Smith 1951
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Dial
Edit
Back
Clear
More

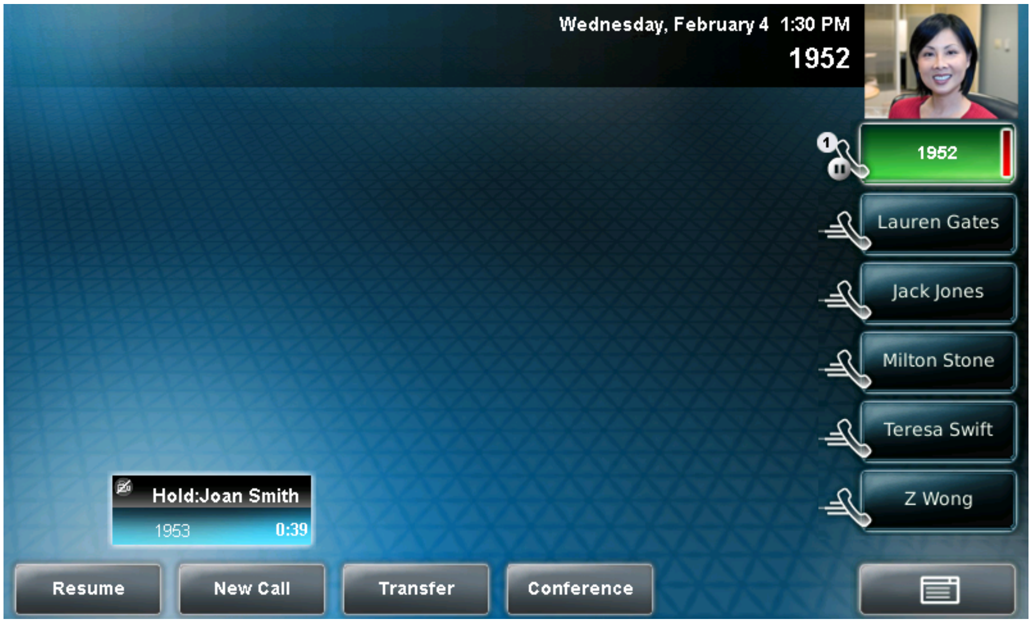
2. Tap the call you want to dial, and then tap the **Dial** soft key.

Placing Calls on Hold

To place a call on hold, tap the **Hold** soft key or press HOLD during an active call. When you place a call on hold, the following happens:

- The hold icon, , will display on the Line Key.
- The Line Key status indicator will flash red.
- The call's window is minimized and placed in the inactive call group (above the soft keys). The inactive call window displays "Hold."

The following figure shows a call with Joan Smith on hold. The hold icon, and the flashing red status indicator, display on the Line Key.


Wednesday, February 4 1:30 PM
1952
1
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Hold:Joan Smith
1953
0:39
Resume
New Call
Transfer
Conference

Tap the **Resume** soft key, or press HOLD again, to retrieve the call.

If you have more than one call on hold, tap the call you want to resume, and then tap the **Resume** soft key. If you tap the Line Key, the first call in the inactive call group for the Line Key will automatically resume.

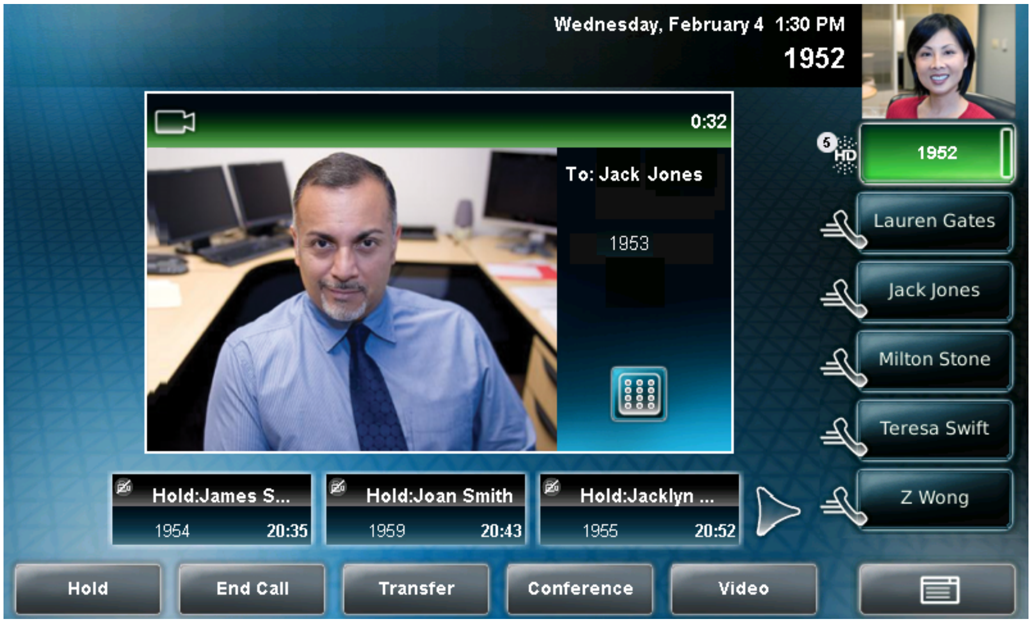
Note The Hold feature typically generates music or a beeping tone. Therefore, avoid placing a conference call on hold.

Multiple Calls on Hold

Your phone displays all calls for a Line Key by displaying multiple windows on the screen. The phone only displays the calls for one Line Key at a time.

The active call (if any) displays in a window in the center of the touch screen. Held calls or incoming calls display in minimized windows above the phone’s soft keys (the “inactive call group”). The Line Key associated with the displayed calls is green. The Line Key displays a counter showing the number of calls for the Line Key. If all the calls for a Line Key are inactive, the status indicator for the Line Key glows red. If the Line Key has an active call, the status indicator glows green.

The following figure shows one active call and four calls on hold for Line Key 1952.


Wednesday, February 4 1:30 PM
1952
0:32
To: Jack Jones
1953
5
HD
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Hold:James S...
1954
20:35
Hold:Joan Smith
1959
20:43
Hold:Jacklyn ...
1955
20:52
Hold
End Call
Transfer
Conference
Video

To select a call on hold, tap the call on hold. New soft keys will display that apply to the selected call. To resume the call, tap the **Resume** soft key or press HOLD.

If there are more than three calls on hold, tap ▷ or ◁ to display additional calls on hold. You can also press the **Right** arrow key or the **Left** arrow key to select a call on hold.

To access the calls on another Line Key, tap that Line Key. When you tap a Line Key, the first call on hold in the inactive call group for that Line Key will automatically resume.

Hosting Conference Calls

You can create a conference with two other parties using the phone's local conference feature. During a conference call, your phone can exchange video with only one conference participant (even if more than one participant can send video). The participant with whom you exchange video depends on how you set up the conference. You also have the option of choosing the participant with whom to exchange video (see Managing Conference Call Participants on page 3-22).

During a conference, you have access to the conference management feature. This feature allows you to manage each participant in the conference call. You can mute, hold, and remove individual participants, as well as choose the conference participant with whom to exchange video. For more information, see Managing Conference Call Participants on page 3-22.

This section provides the following instructions:

- Setting Up Conference Calls on page 3-19
- Holding and Resuming Conference Calls on page 3-21
- Ending Conference Calls on page 3-22
- Splitting Conference Calls into Two Calls on Hold on page 3-22
- Managing Conference Call Participants on page 3-22
- Handling Video During Conference Calls on page 3-25

Setting Up Conference Calls

Note Your system administrator configures the maximum number of parties allowed in a conference call. The default value is three (including yourself). For more information, contact your system administrator.

You can set up a conference in one of two ways:

- Using the Conference soft key or CONF. The participant with whom you will exchange video is the participant you most recently added to the conference (if the party can exchange video).
- Using the **Join** soft key, if you have an active call and one call on hold (on the same or another Line Key). The participant with whom you will exchange video is the party who was previously on hold (if the party can exchange video).

Note If the site for which you view video changes to a different site after you set up a conference, the message “Video can only be active with one party at a time” displays.

To choose the participant with whom to exchange video, see Managing Conference Call Participants on page 3-22.

To set up a conference call using the Conference soft key or key:

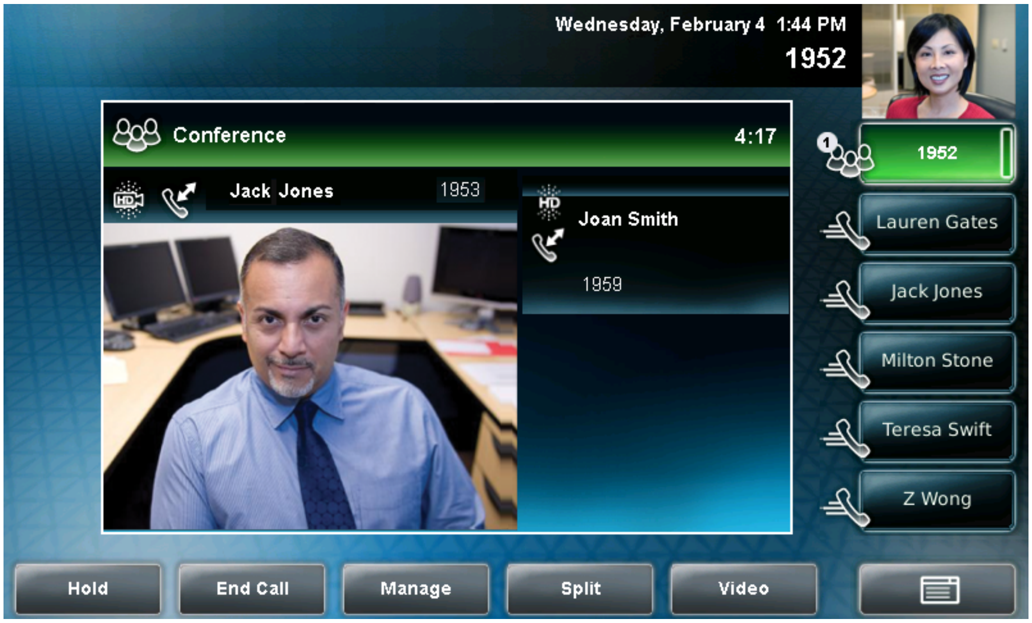
1. Call the first party. See Placing Calls on page 3-6.
2. Tap the **Conference** soft key or press CONF to create a new call. The active call is placed on hold.

   The Conference with: screen displays.
3. Call the second party. See Placing Calls on page 3-6.
4. When the second party answers, tap the **Conference** soft key or press CONF again to join all parties in the conference.

Note If configured for single key-press conferences, you do not need to tap the Conference soft key again.

If the second participant can exchange video, you will exchange video with the second participant. If the second participant cannot exchange video, but the first participant can, you will exchange video with the first participant.

The Conference window displays.


Wednesday, February 4 1:44 PM
1952
Conference
4:17
Jack Jones
1953
HD
Joan Smith
1959
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Hold
End Call
Manage
Split
Video

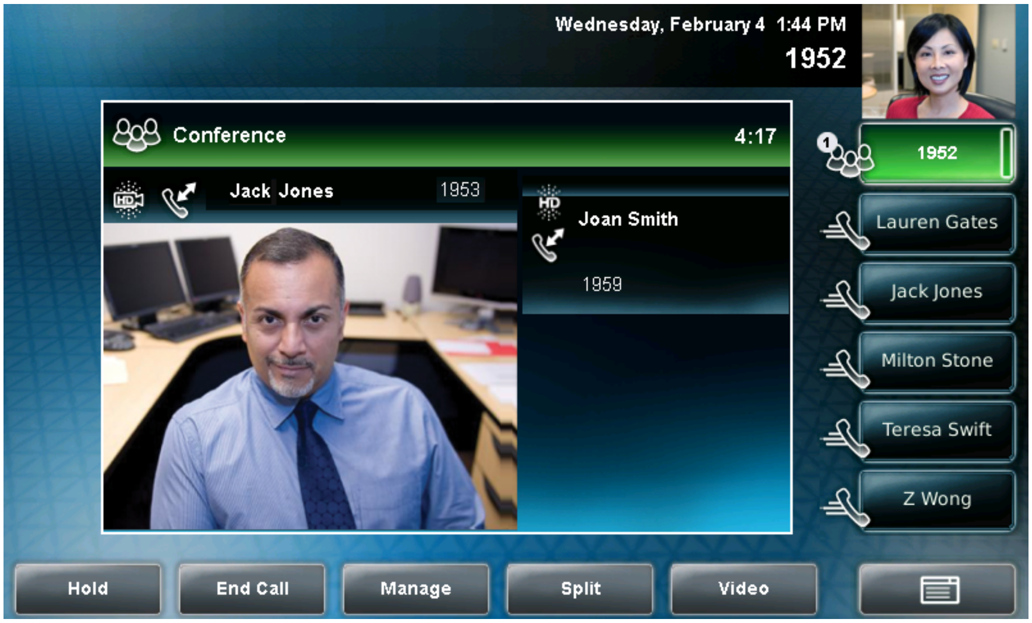
To set up a conference call with an active call and a call on hold:

Note

You can only set up a conference with an active call and a call on hold if you only have one call on hold. If you have more than one call on hold, you have to set up a conference using the Conference key or soft key.

>> If you have an active call and a call on hold (either on the same Line Key or a different Line Key), tap the **Join** soft key.

The Conference screen displays.


Wednesday, February 4 1:44 PM
1952
Conference
4:17
Jack Jones
1953
Joan Smith
1959
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Hold
End Call
Manage
Split
Video

A conference is created with the active call, the call on hold, and yourself. The conference call takes place on the Line Key from which you handled the last active call.

If the participant who was previously on hold can exchange video, you will exchange video with that participant. If the participant who was on hold cannot exchange video, you will exchange video with the other participant.

Holding and Resuming Conference Calls

When you place a conference call on hold, you place all other conference participants on hold.

To place a specific participant on hold, see Managing Conference Call Participants on page 3-22.

To place a conference call on hold:

>> During a conference call, tap the **Hold** soft key.

The other participants in the conference call are placed on hold. The Conference window is minimized and placed in the inactive call group.

To resume the conference call, tap the **Resume** soft key. To end the conference call and place all other conference call participants on hold, tap the **Split** soft key.

Ending Conference Calls

You can end a conference, and your connection to the other participants, by tapping the End Call soft key. When you tap the End Call soft key, the other participants remain connected.

To end a conference call:

>> During a conference call, tap the **End Call** soft key.

The other parties remain connected.

Splitting Conference Calls into Two Calls on Hold

When a conference is established, a Split soft key is available. When you split a conference, you end the conference and place all parties on hold. The Split soft key is available during conference calls, and when a conference call is on hold.

To split a conference call:

>> During a conference call, tap the **Split** soft key. (If a conference call is on hold, tap the conference call window, and then tap the **Split** soft key.)

The conference ends, and all calls are split into individual calls and placed on hold.

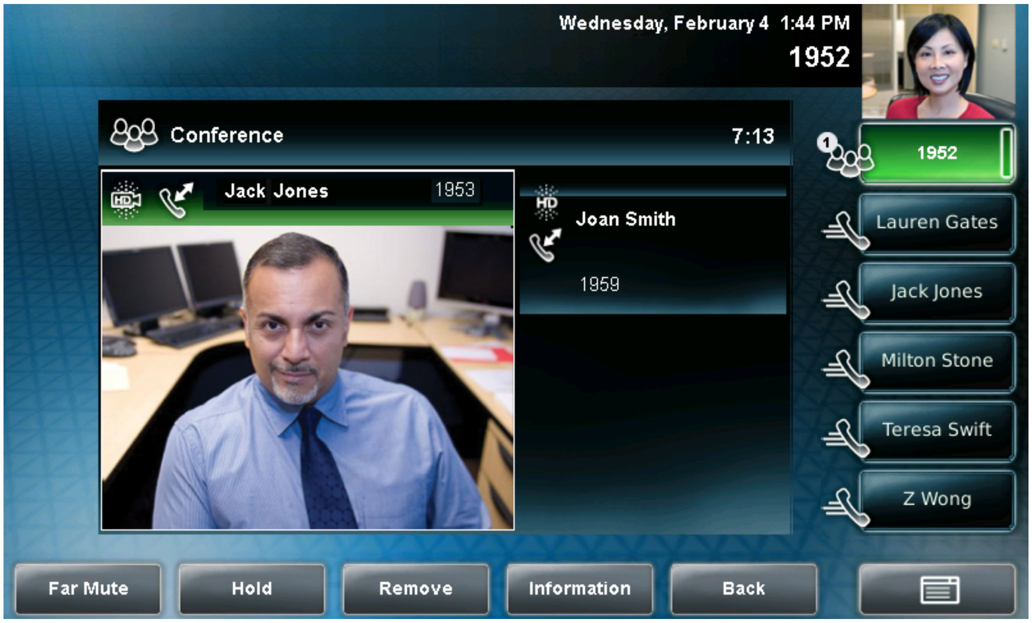
Managing Conference Call Participants

When you manage conference call participants, you can do the following:

- Mute a participant.
- Place a participant on hold.
- Remove a participant from the conference.
- Obtain information about a participant.
- Choose the participant with whom to exchange video.

To manage a participant, tap the window of the participant you want to manage. The soft keys update to show Far Mute, Hold, Remove, Information, and Back.

The following figure shows the soft keys that display when you manage a conference call participant. If the participant you tapped is not the participant with whom you are exchanging video, the Select Video soft key also displays.


Wednesday, February 4 1:44 PM
1952
Conference
7:13
Jack Jones
1953
Joan Smith
1959
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Far Mute
Hold
Remove
Information
Back

To manage a conference call:

1. During a conference call, tap the window of the conference call participant you want to manage.

   The soft keys update so you can manage the participant.

   You can access the following soft keys:

   - **Far Mute**—Mutes the selected participant. The muted participant can hear all participants, but no participant can hear the muted participant.
   - **Select Video**—Selects the conference call participant as the “active” conference participant. This is the participant with whom you will exchange video.

     (The Select Video soft key does not display if you are currently exchanging video with the selected participant, or if the participant is not calling from a video endpoint.)

  - **Hold**—Places a selected conference participant on hold. The held party cannot hear any participant, and no participant can hear the held party.
  - **Remove**—Removes the selected conference participant from the conference, ends the conference call, and creates an active call between you and the other participant.
  - **Information**—Provides additional information about the selected conference participant.
  - **Back**—Displays the conference call soft keys again (Hold, End Call, Manage, Split, Video).

2. Do one of the following:
  - To mute a conference participant, tap the participant, and then tap the **Far Mute** soft key.

    The muted party can hear all participants, but no participant can hear the muted party. The far mute icon, 🔇, displays in the muted party's window.

    (If you press 🔇 instead of tapping the **Far Mute** soft key, all other participants can hear each other, but they cannot hear you. The red mute icon, 🔇, displays next to near-site video.)

    To un-mute the muted party, tap the **UnMute** soft key.
  - To select a conference participant as the "active" participant (the participant with whom you will exchange video), tap the participant, and then tap the **Select Video** soft key.
  - To place a conference participant on hold, tap the participant, and then tap the **Hold** soft key.

    The held party cannot hear any participant, and no participant can hear the held party.

    To return the participant to the conference, tap the **Resume** soft key.

    (If the held party taps the Hold soft key or presses HOLD on their phone, the participant will still be held within the conference even if you tap the **Resume** soft key.)

    To place a conference call on hold, see Holding and Resuming Conference Calls on page 3-21.
  - To remove a conference participant from the conference, tap the **Remove** soft key.

Handling Video During Conference Calls

During a conference call that includes a video endpoint, you can tap the **Video** soft key (if you aren't managing a conference participant) or press VIDEO to display soft keys that allow you to start and stop near-site video, display video on the full screen, or swap the windows that near-site and far-site video display in. For more information, see Handling Video Calls on page 3-3.

Transferring Calls

A call can be transferred in one of three ways:

- Consultative —The party to whom you want to transfer the call answers their phone before you transfer the call or hang up.
    - Performing a Consultative Transfer on page 3-25.
- Blind —The call is automatically transferred after you dial the number of the party to whom you want to transfer the call. You do not have the option of talking to the party.
    - Performing a Blind Transfer on page 3-27.
- Attended —Conference call parties are automatically connected to each other after you exit a conference.
    - Set up a conference call and then end your participation. For more information, see Ending Conference Calls on page 3-22.

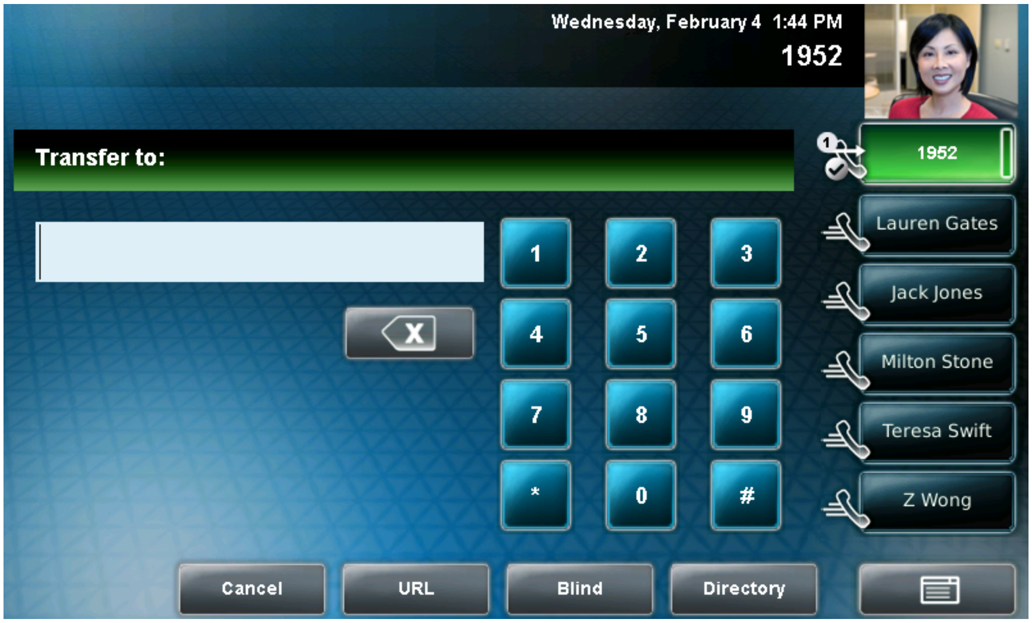
Performing a Consultative Transfer

Perform a consultative transfer if you want to talk to the party to whom you are transferring the call.

To perform a consultative transfer:

1. During a call, tap the **Transfer** soft key or press TRANSFER. The active call is placed on hold.

   The Transfer to: screen displays.


Wednesday, February 4 1:44 PM
1952
Transfer to:
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
1
2
3
4
5
6
7
8
9
*
0
#
Cancel
URL
Blind
Directory

2. Place a call to the party to whom you want to transfer the call. See Placing Calls on page 3-6.

3. After the party answers, tap the **Transfer** soft key or press TRANSFER.

   If you are using a handset, the transfer can be completed by putting the handset on the cradle.

   You can cancel the transfer before the call connects by tapping the **Cancel** soft key.

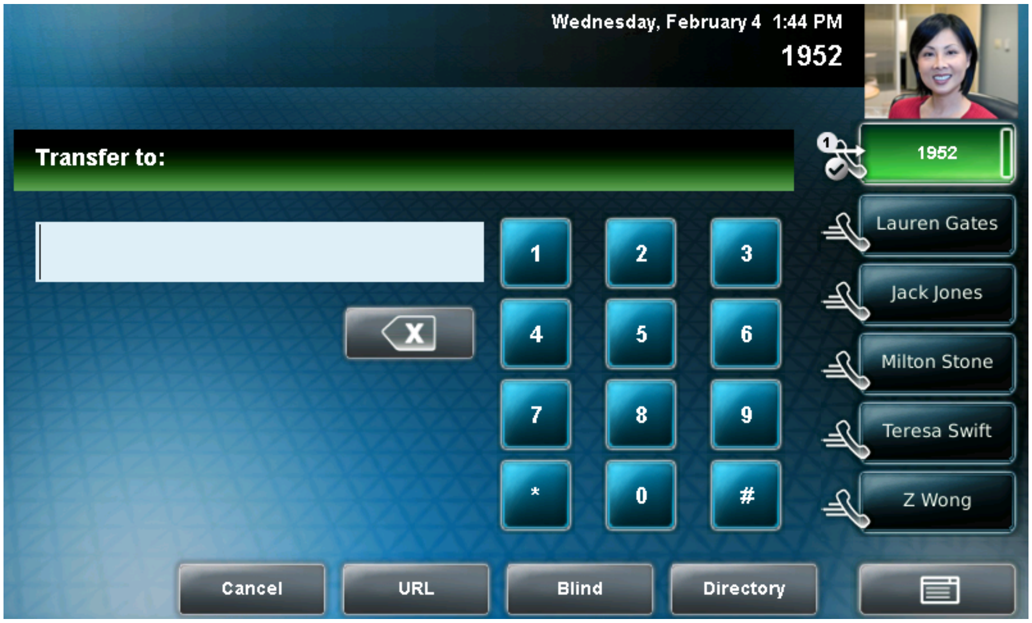
Performing a Blind Transfer

When you use a blind transfer, you transfer a call without speaking to the party to whom you are transferring the call. The call is automatically transferred as soon as you dial the party’s number.

To perform a blind transfer:

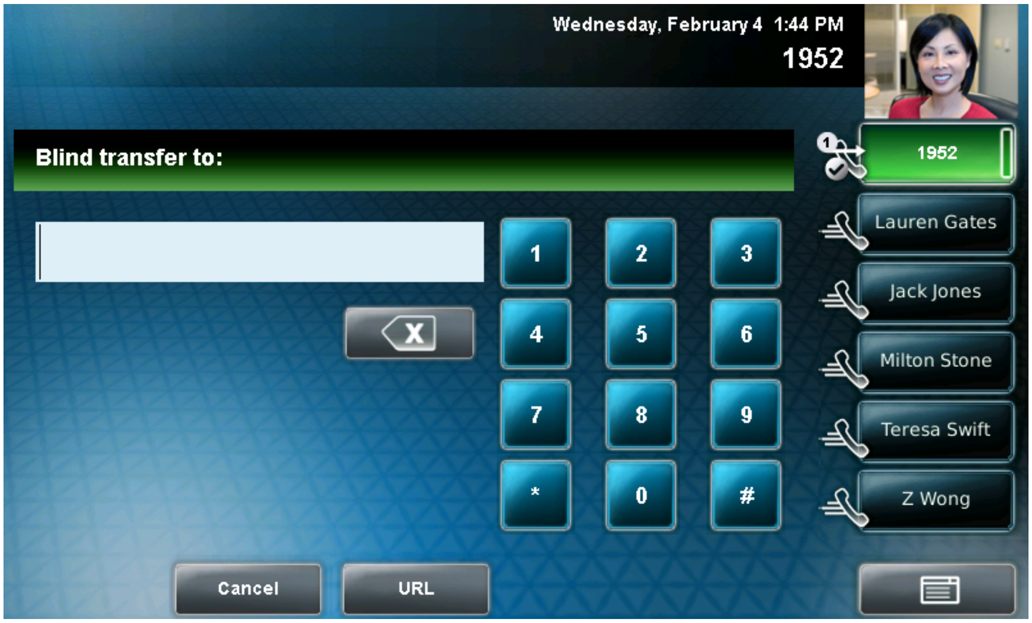
1. During a call, tap the **Transfer** soft key or press TRANSFER .

   The Transfer to: screen displays, with the Blind soft key.


Wednesday, February 4 1:44 PM
1952
Transfer to:
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
1
2
3
4
5
6
7
8
9
*
0
#
Cancel
URL
Blind
Directory

2. Tap the **Blind** soft key.

   The Blind transfer to: screen displays.


Wednesday, February 4 1:44 PM
1952
Blind transfer to:
1
2
3
4
5
6
7
8
9
*
0
#
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Cancel
URL

3. Place a call to the party to whom you want to transfer the call. See Placing Calls on page 3-6.

   If you want to cancel the transfer (before the call is placed), and return to the original call, press the **Cancel** soft key.

The call automatically transfers to the party you specified.

Forwarding Calls

Note

Your company's settings may override this feature. For more information, contact your system administrator.

Call forwarding is not available on shared lines.

You can set up your phone to forward incoming calls to another party (static forwarding) or you can forward a call as your phone rings (dynamic forwarding). Your phone will forward calls even if you enable the Do Not Disturb feature.

Forwarding Calls Statically

You can set up your phone to forward all calls to another number.

To forward all incoming calls to another party:

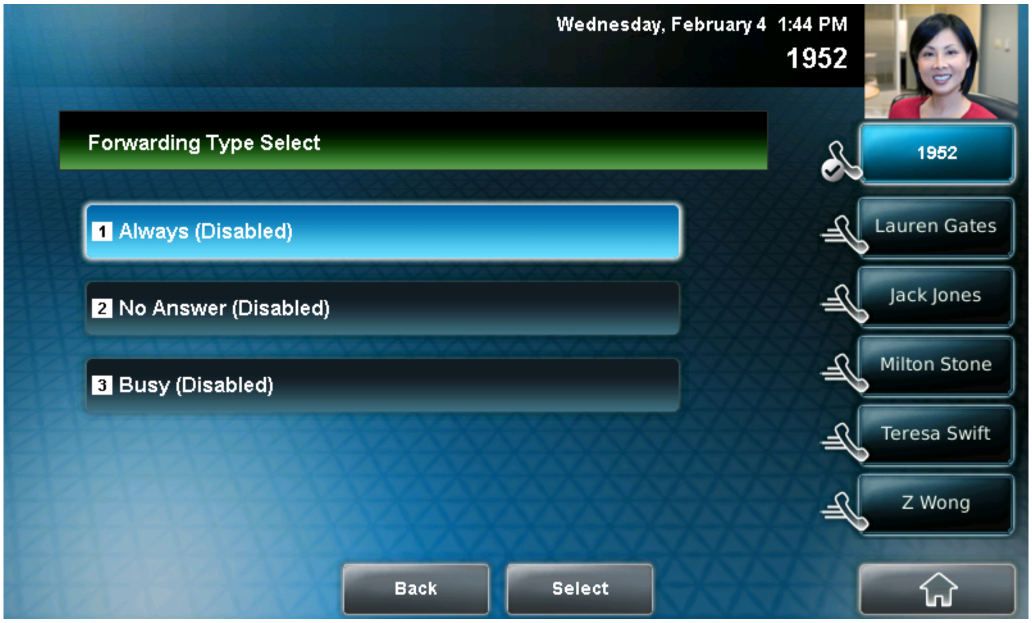
1. Do one of the following:

   – Tap ▤ > **Features > Forward**.

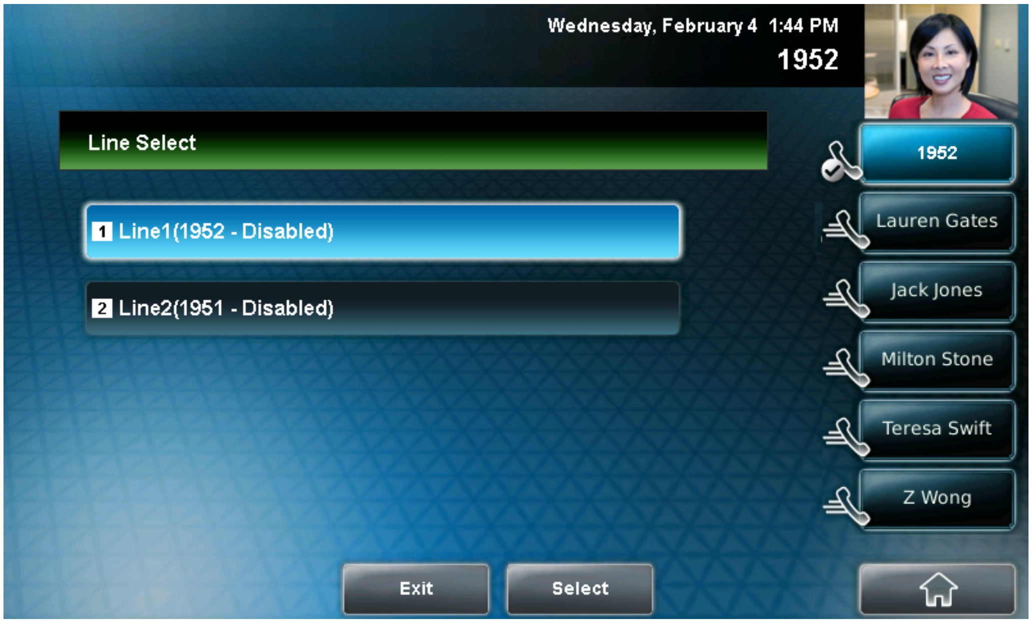
   or

   – From the idle screen, tap the **Forward** soft key.

   If your phone is set up with a single line, the Forwarding Type Select screen displays.


Wednesday, February 4 1:44 PM
1952
Forwarding Type Select
1 Always (Disabled)
2 No Answer (Disabled)
3 Busy (Disabled)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Back
Select

If your phone is set up with multiple lines, the Line Select screen displays.


Wednesday, February 4 1:44 PM
1952
Line Select
1 Line1(1952 - Disabled)
2 Line2(1951 - Disabled)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Exit
Select

Tap the line for which you want to forward calls. The Forwarding Type Select screen displays.

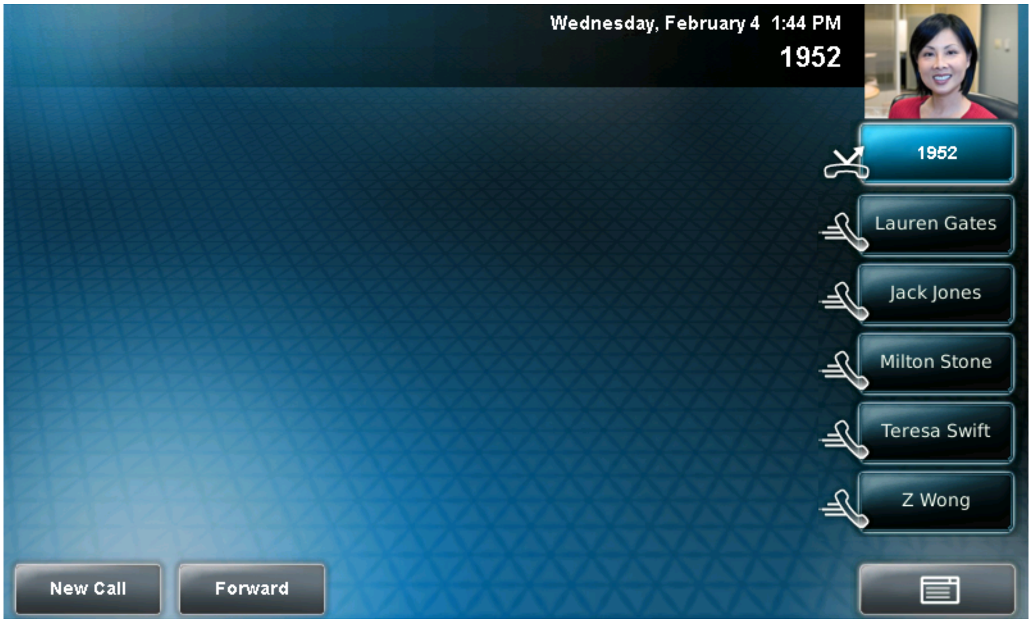
2. Tap the forwarding type you want. The options are:
   - **Always**—To forward all incoming calls.
   - **No Answer**—To forward all unanswered incoming calls.
   - **Busy**—To forward calls that arrive when you are already in a call.
3. Do one of the following:
   - If you selected **Always**, enter a number to forward all future incoming calls to.
   - If you selected **No Answer**, do the following:
     - In the **Contact** field, enter a number to forward all unanswered incoming calls to.
     - Tap the **Forward After Rings** field, and then enter how many rings to wait before forwarding the call (one ring is approximately six seconds). A value of 2 is recommended.
   - If you selected **Busy**, enter a number to forward all future incoming calls to when you are already in another call.

Note You can also enter the URL or IP address. For more information on using a URL or IP address, see Placing Calls on page 3-6.

4. Tap the **Enable** soft key to confirm call forwarding.

If you chose to always forward calls, the Line Key displays the forwarding icon, ☎, to indicate that the **Always** forwarding type is enabled. If you enabled the Busy or No Answer forwarding type, the Line Key icon does not change.

The following figure shows Line 1952 with the **Always** forwarding type enabled.


Wednesday, February 4 1:44 PM
1952
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
New Call
Forward

To disable call forwarding:

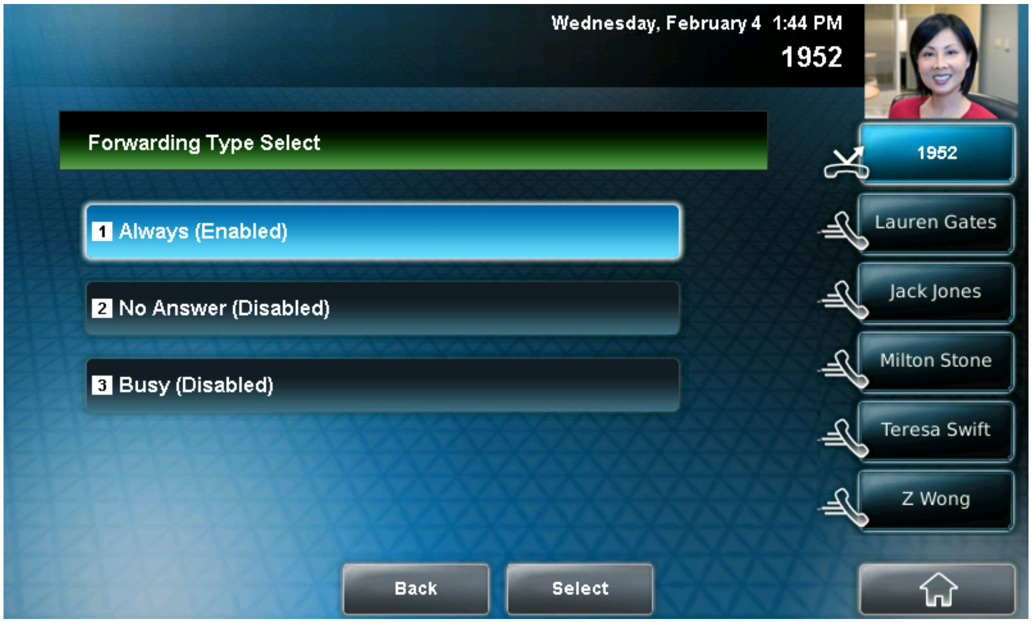
1. Do one of the following:

   – Tap ☰ > **Features** > **Forward**.

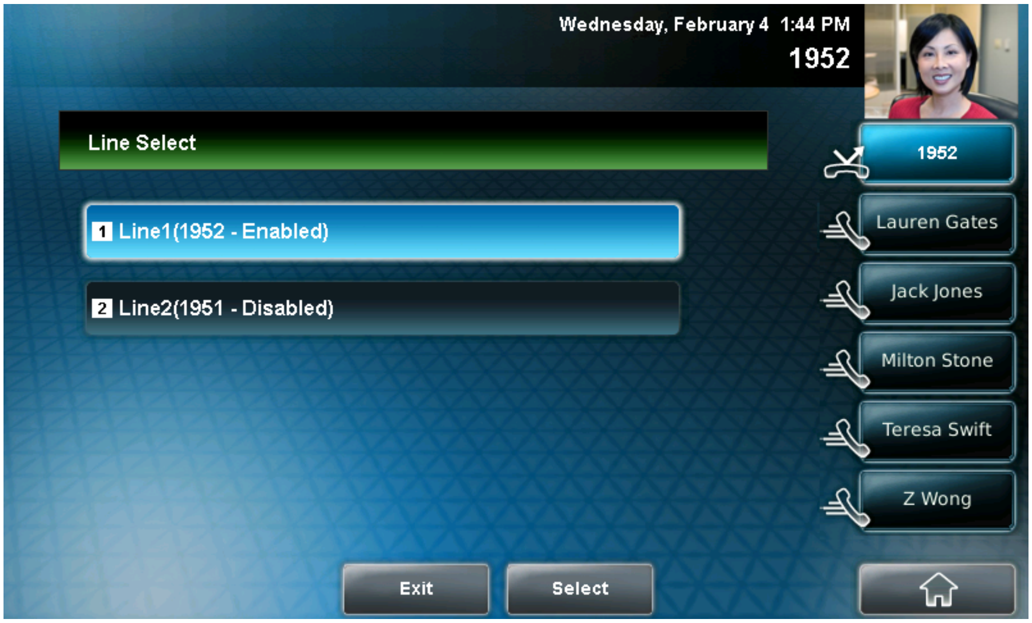
   or

   – From the idle screen, tap the **Forward** soft key.

If your phone is set up with a single line, The Forwarding Type Select screen displays.


Wednesday, February 4 1:44 PM
1952
Forwarding Type Select
1 Always (Enabled)
2 No Answer (Disabled)
3 Busy (Disabled)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Back
Select

If your phone is set up with multiple lines, the Line Select screen displays.


Wednesday, February 4 1:44 PM
1952
Line Select
1 Line1(1952 - Enabled)
2 Line2(1951 - Disabled)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Exit
Select

Tap the line for which you want to disable call forwarding. The Forwarding Type Select screen displays.

2. Tap the forwarding type you want to change, and then tap the **Disable** soft key.

Forwarding Calls Dynamically

You can manually forward a call to another number while your phone rings.

To forward an incoming call to another party:

1. While your phone rings, tap the **Forward** soft key.
2. Enter the phone number to forward the incoming call to.

   Your phone displays the last number you forwarded calls to (either statically or dynamically).
3. Tap the **Forward** soft key.

The incoming call is forwarded to the other party. If call forwarding is disabled, all future calls will not be forwarded and forwarding will remain disabled.

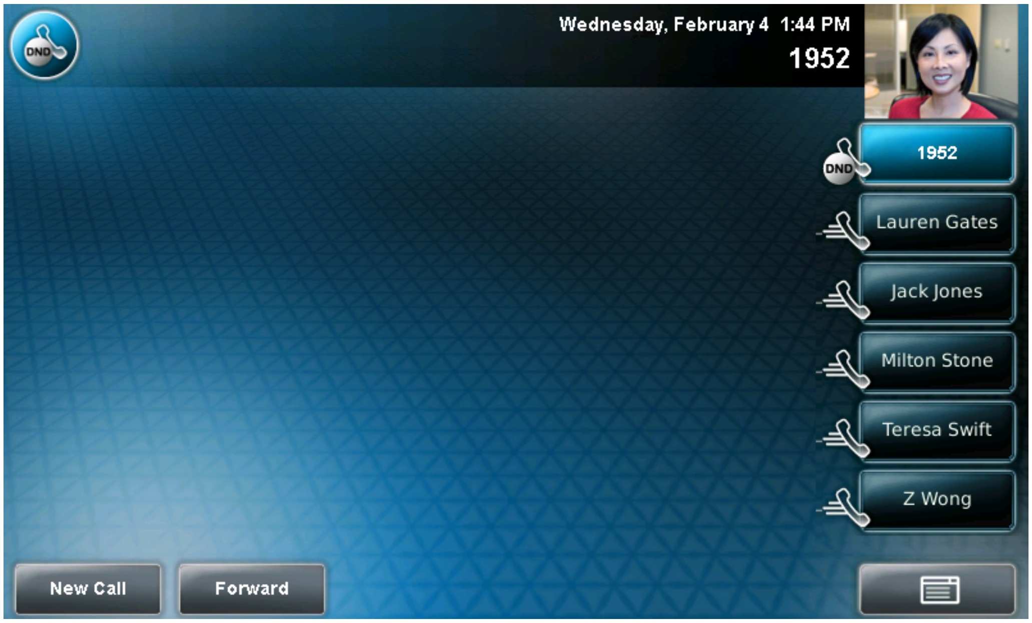
Enabling Do Not Disturb

Note

Do Not Disturb is an optional feature that your system administrator sets up. Your system may not support it. For more information, contact your system administrator.

To prevent the phone from ringing, press DND. When you enable Do Not Disturb, the Do Not Disturb icon, DND, displays on the status bar and on each Line Key, and the Do Not Disturb button, DND, glows red.

The following figure shows the Do Not Disturb icon on the status bar and on the Line Key.


DND
Wednesday, February 4 1:44 PM
1952
DND
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
New Call
Forward

Calls you receive while Do Not Disturb is enabled are logged in your Missed Calls list (see Using Call Lists on page 2-43). If you have chosen to forward your calls to another number, calls will be sent to that number if you enable the Do Not Disturb feature.

To disable Do Not Disturb, tap DND or press DND.

Multiple Lines and Do Not Disturb

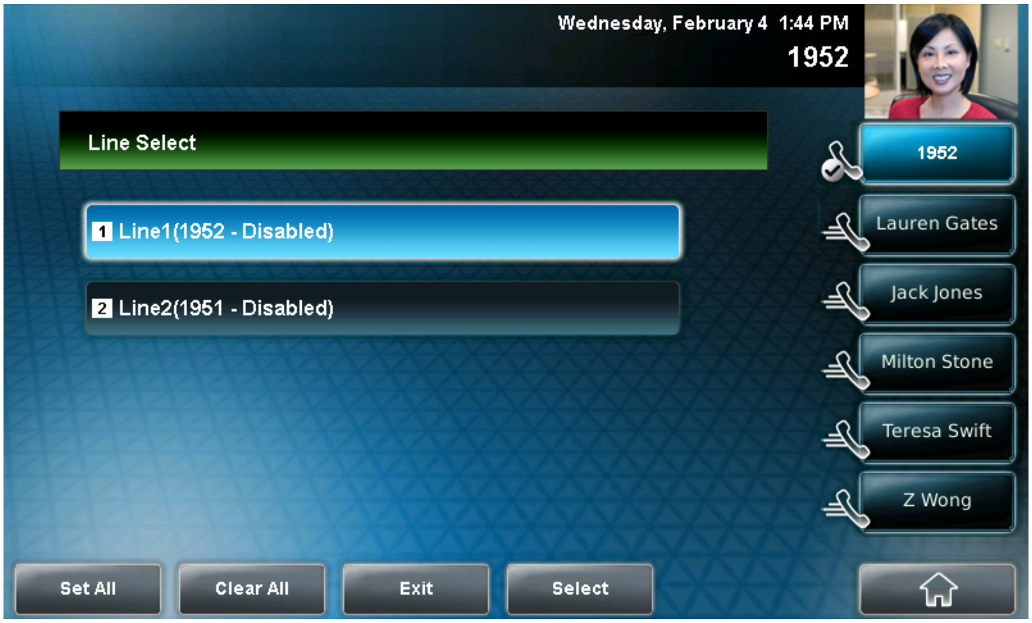
Note By default, the Do Not Disturb feature applies to all lines on your phone (that is, you cannot apply the feature to a particular line). For more information, contact your system administrator.

Your system administrator can enable your phone so that you can enable Do Not Disturb on a line-by-line basis. The Do Not Disturb icon, DND, will display on each Line Key for which Do Not Disturb is enabled.

To enable Do Not Disturb for a particular line:

1. Press DND .

   The Line Select screen displays.

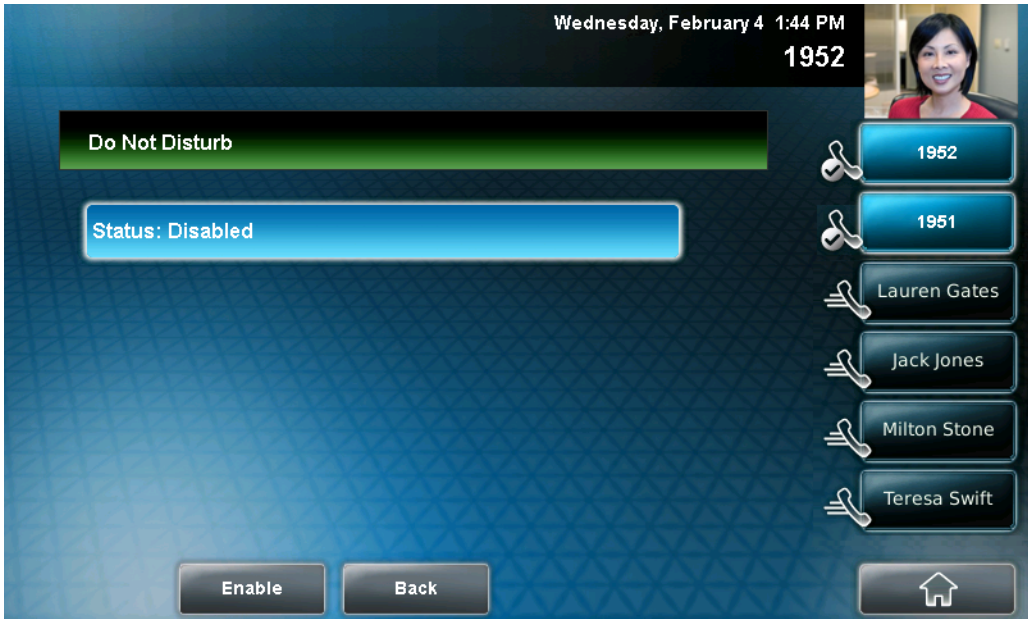

Wednesday, February 4 1:44 PM
1952
Line Select
1 Line1(1952 - Disabled)
2 Line2(1951 - Disabled)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Set All
Clear All
Exit
Select

Note

You can automatically enable or disable Do Not Disturb for all lines. To automatically enable Do Not Disturb for all lines, tap the **Set All** soft key. To automatically disable the feature for all lines, tap the **Clear All** soft key. After you tap the Set All or Clear All soft key, the idle screen displays.

2. Tap the line for which you want to apply Do Not Disturb.

   The Do Not Disturb screen displays.

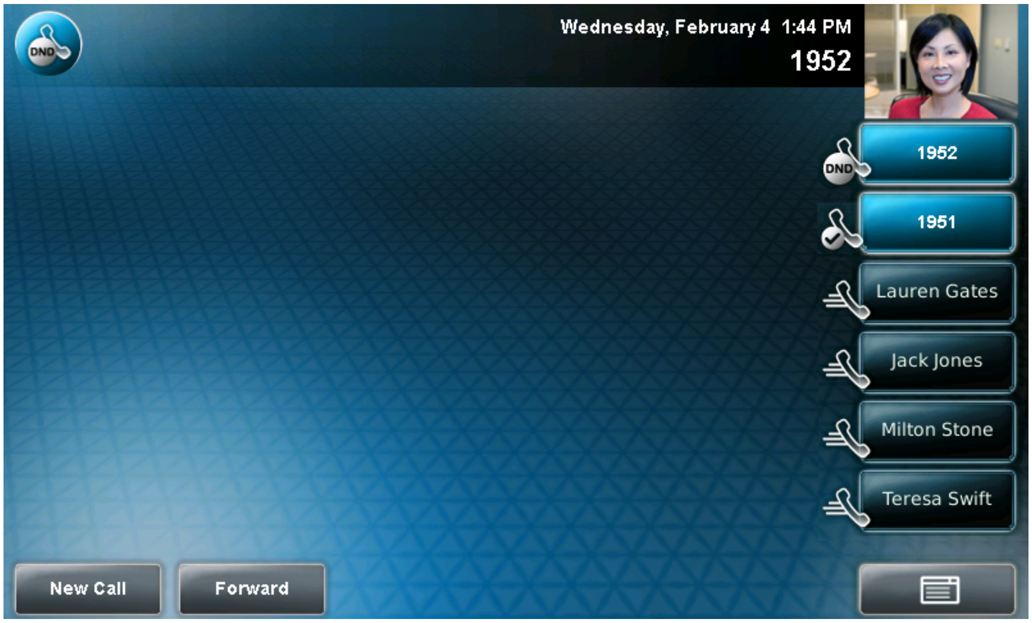

Wednesday, February 4 1:44 PM
1952
Do Not Disturb
1952
1951
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Enable
Back

Status: Disabled

3. Tap the **Enable** soft key.

The Do Not Disturb icon, , displays on each Line Key for the line you selected.

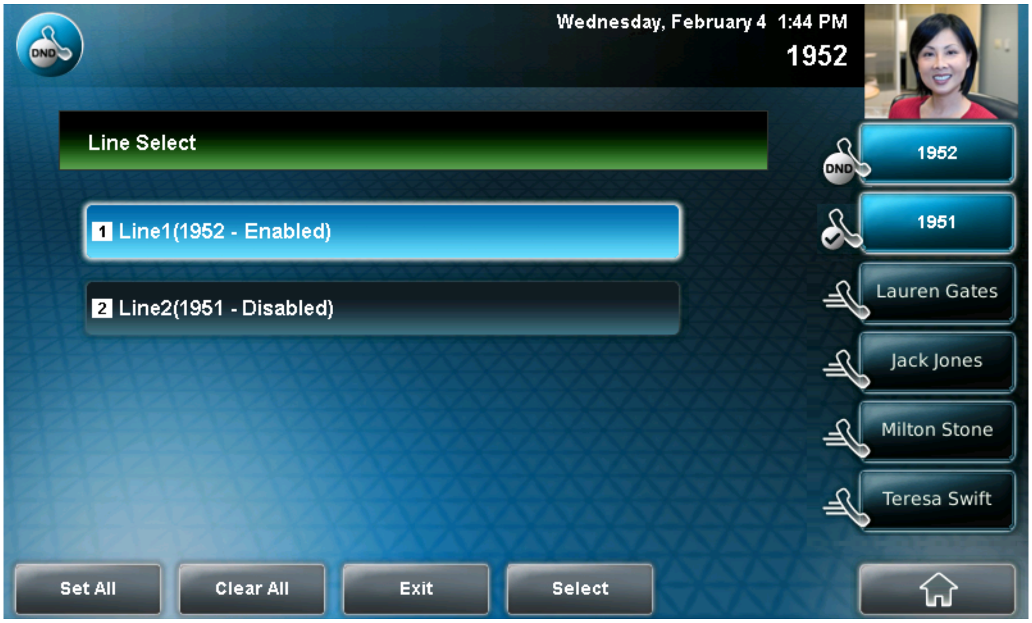
The following figure shows Do Not Disturb enabled for one line only.


DND
Wednesday, February 4 1:44 PM
1952
DND
1952
1951
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
New Call
Forward

To disable Do Not Disturb for a particular line:

1. Tap or press .

   The Line Select screen displays.

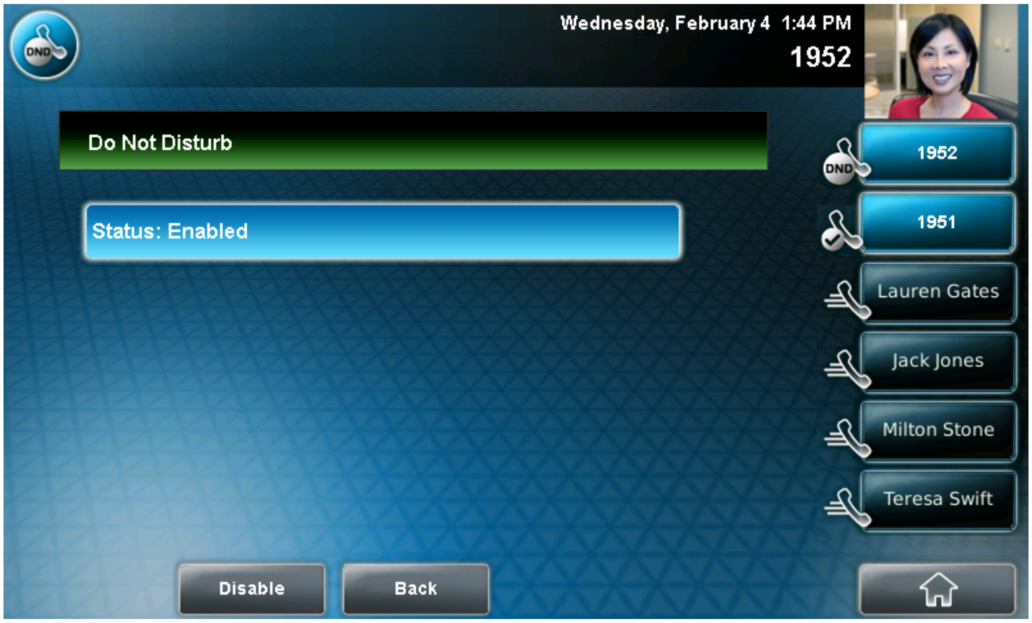

Wednesday, February 4 1:44 PM
1952
DND
Line Select
1 Line1(1952 - Enabled)
2 Line2(1951 - Disabled)
1952
1951
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Set All
Clear All
Exit
Select

Note

You can automatically enable or disable Do Not Disturb for all lines. To automatically enable Do Not Disturb for all lines, tap the **Set All** soft key. To automatically disable the feature for all lines, tap the **Clear All** soft key. After you tap the Set All or Clear All soft key, the idle screen displays.

2. Tap the line for which you want to disable Do Not Disturb.

   The Do Not Disturb screen displays.



Do Not Disturb

Status: Enabled

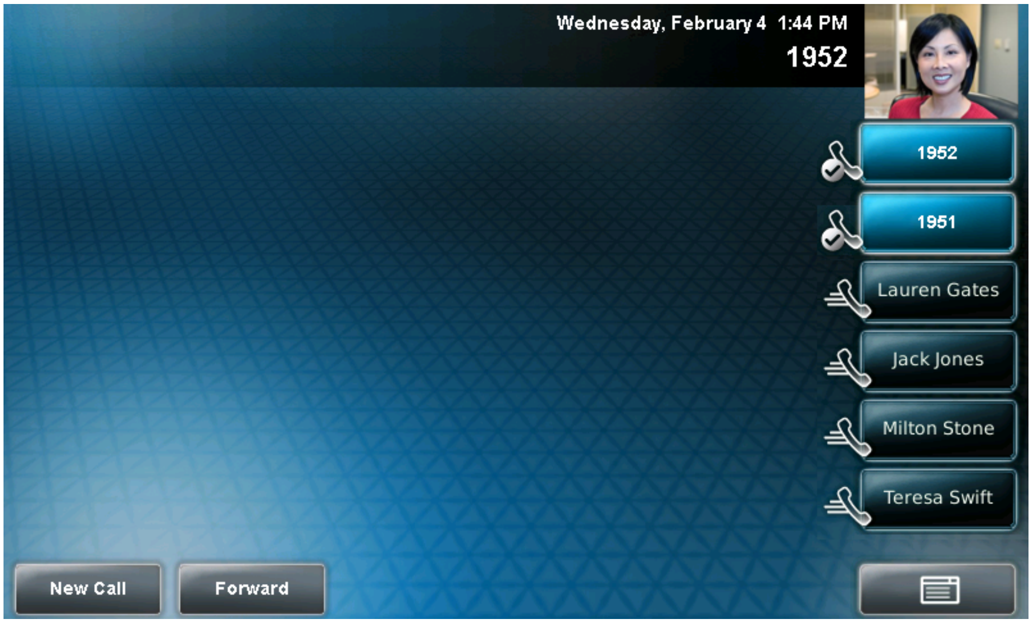
DND
Wednesday, February 4 1:44 PM
1952
1952
1951
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Disable
Back

3. Tap the **Disable** soft key.

Managing Speed Dial Keys

You can associate contacts with Speed Dial Keys for single touch dialing of frequently used numbers. Speed Dial Keys display ☎.

The following figure shows a phone with two Line Keys (1951 and 1952), and four Speed Dial Keys (assigned to Lauren Gates, Jack Jones, Milton Stone, and Teresa Swift).


Wednesday, February 4 1:44 PM
1952
1952
1951
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
New Call
Forward

When a new entry is added to the Contact Directory, it is automatically assigned a speed dial index number, as well as the next available position under the Line Key(s). The phone populates all available positions with the contacts that have the lowest speed dial index numbers.

Speed Dial Keys display consecutively according to the speed dial index number (the lowest speed dial index number displays first). To re-order Speed Dial Keys, see Updating Speed Dial Keys on page 3-40.

For information on assigning or updating speed dial index numbers, see Updating Contacts in Your Local Contact Directory on page 2-58. For information on placing calls using speed dials, see Placing Calls Using Speed Dial on page 3-10.

Adding Speed Dial Keys

Each time you add a contact to your Contact Directory, a speed dial index number is automatically assigned to the contact. If a position is available under the Line Key(s), the contact is automatically assigned to it, and you can place a call to the contact by tapping the Speed Dial Key.

To assign a new Speed Dial Key:

1. Tap ▤ > **Features** > **Contact Directory**.
2. Tap the **Add** soft key.
3. Add contact information for the new contact (see Adding Contacts to Your Local Contact Directory on page 2-49).

   The speed dial index can be any value between the next available number and a maximum value of 9999.

   If you assign a speed dial index number that is already taken, the message "Speed dial index already exists" displays.

> Polycom recommends that you assign speed dial index values consecutively.
>
> For example, if you assign the third position to the speed dial index value "2," assign the fourth position to the speed dial index value "3."

4. Tap the **Save** soft key.
5. Tap ⌂ to return to the idle screen.

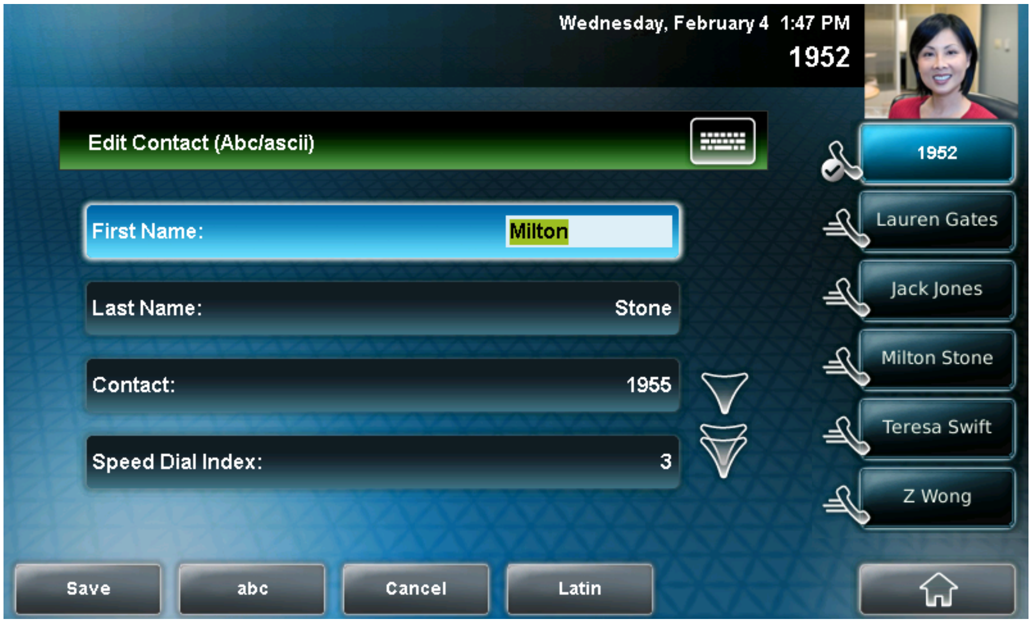
Updating Speed Dial Keys

Update a Speed Dial Key to remove or re-order the Speed Dial Keys on your phone. You update a Speed Dial Key by updating a contact's speed dial index number. If you delete a speed dial index number for a contact, the contact's Speed Dial Key is replaced by the contact who has the closest speed dial index number.

To update a speed dial index for an existing contact:

1. Tap ▤ > **Features** > **Contact Directory**.
2. Tap the contact whose speed dial index you want to update, and then tap the **Edit** soft key.

   The Edit Contact screen displays.



Edit Contact (Abc/ascii)

First Name: Milton

Last Name: Stone

Contact: 1955

Speed Dial Index: 3

Wednesday, February 4 1:47 PM
1952
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Save
abc
Cancel
Latin

3. Tap the **Speed Dial Index** field, and then enter or update the speed dial index number.

   The speed dial index can be any value between the next available index value and a maximum value of 9999.
4. Tap the **Save** soft key.
5. Tap ⌂ to return to the idle screen.

Accessing Voice and Video Mail

Note

Voice and video mail is an optional feature that your system administrator sets up. Your system may not support it. For more information, contact your system administrator.

Screen options may vary with your application. Voice/video mail may be accessible with a single key press. Contact your system administrator about this option.

To access voice or video messages:

>> Press MSG, and then follow the prompts to access your message(s).

4

Using the Advanced Features of Your Phone

This chapter shows you how to use the advanced features of the Polycom VVX 1500 C Business Media Phone for Cisco Unified Communications Manager (SIP). The topics include:

- Placing Calls Using the H.323 Protocol on page 4-2
- Recording Calls and Conferences on page 4-3
- Playing Back Recorded Calls on page 4-10
- Using the Browser on page 4-17
- Restarting Your Phone on page 4-20

To customize your phone, refer to Customizing Your Phone on page 2-1. To read about the phone’s basic features, refer to Using the Basic Features of Your Phone on page 3-1.

If you require additional information or assistance with your new phone, contact your system administrator.

Placing Calls Using the H.323 Protocol

Note

Handling calls that use the H.323 protocol is an optional feature that your system administrator enables. Your system may not support it or have an H.323 license. For more information, contact your system administrator.

If your phone supports the H.323 protocol, be aware of the following limitations:

- You cannot forward or transfer H.323 calls.
- You cannot set up forwarding for lines that just use the H.323 protocol.
- You cannot set up shared lines for lines that use the H.323 protocol.
- You cannot place a call by just entering an H.323 name. To place a call using an H.323 name, enter URL-dialing mode and enter the following format for the URL:

  <H.323 name>@<server name>

  For example: VVX101@100.100.100.100

Your system administrator can set up your phone so that it can handle calls that use either the SIP or H.323 protocol, or both protocols. Your phone may be set up so that a line can handle one or both protocols.

If your phone can handle calls using both protocols, you may be able to choose the protocol to use before you tap the Dial or Send soft key, or before a call is automatically placed. You may also be able to choose to allow your phone to automatically select the protocol to use.

If your phone is set up to handle both protocols, you may be able to choose a protocol before you place a call using one of the following methods:

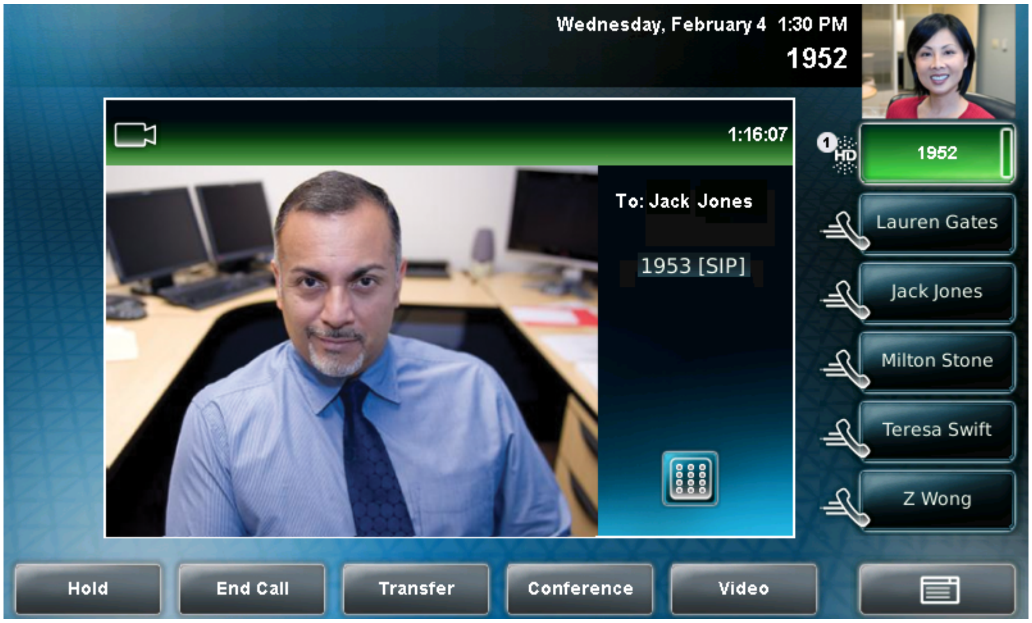
- Soft key method

  Soft keys display to allow you to choose the protocol. Tap the **Use SIP**, **Use H.323**, or **Use Auto** soft key one or more times to toggle between **Use SIP** (to place a SIP call), **Use H.323** (to place an H.323 call), or **Use Auto** (to allow your phone to automatically select the protocol to use). The protocol you select displays in the title bar. Your phone will use the selected protocol for all subsequent calls, unless you select a different protocol.

- Dialog box method

  A dialog box displays to allow you to choose the protocol. Tap **Use SIP** (to place a SIP call) or **Use H.323** (to place an H.323 call).

For dual-protocol phones, the protocol displays next to all call IDs, including the call IDs for conference call participants and calls on hold. The following figure shows a SIP call placed to Jack Jones.


Wednesday, February 4 1:30 PM
1952
1:16:07
To: Jack Jones
1953 [SIP]
1
HD
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Hold
End Call
Transfer
Conference
Video

When you place calls from call lists or directories, your phone will automatically choose the protocol to use based on the information in the call list or directory. When you set up a contact in your Local Contact Directory, you can specify the protocol the contact uses to handle calls. This allows your phone to automatically use the correct protocol when you dial the contact.

Recording Calls and Conferences

Note

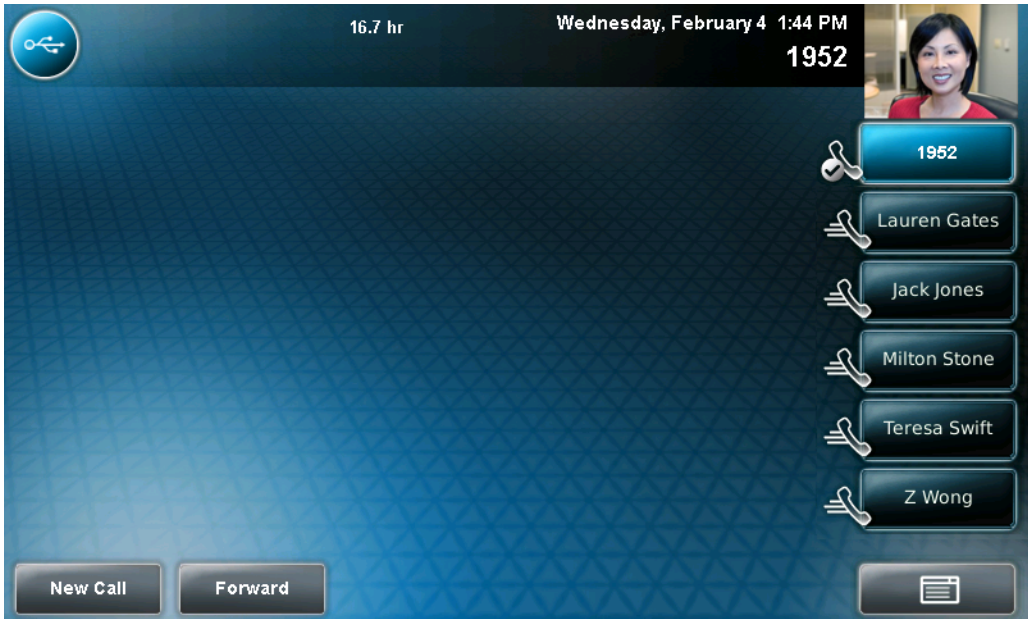
Recording calls is an optional feature that your system may not support. For more information, contact your system administrator.

When you record a video call, your phone will only record the audio component.

For a list of supported USB devices to record phone audio, see Technical Bulletin 38084, *Supported USB Devices for SoundPoint IP 650 and 670 and Polycom VVX 1500 Phones*, at http://www.polycom.com/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html.

If the Call Recording and Playback feature is available, and you connect a USB device to the USB port on your phone, you can record active calls (audio component only) on your phone. Recordings are stored as **.wav** files on the USB device. You can record up to four hours in one file. The approximate time remaining for recording (the free space on the USB device) is shown on the status bar of the phone screen.

The following figure shows that you have 16.7 hours of free space on your USB device.



The **Record** soft key controls recording and is available:

- When there are one or more calls connected to your phone (you may need to tap the **More** soft key to see it)
- During an active call
- When calls are on hold
- During a consultative transfer or conference call

The **Record** soft key is not available:

- When there are no connected calls on your phone
- When you place a new call (to transfer or to conference)
- When the phone prompts you to answer an incoming call

If you put an active call on hold, recording pauses. Recording continues if the called party puts you on hold. Recording stops if all active calls end, no matter who ends the calls.

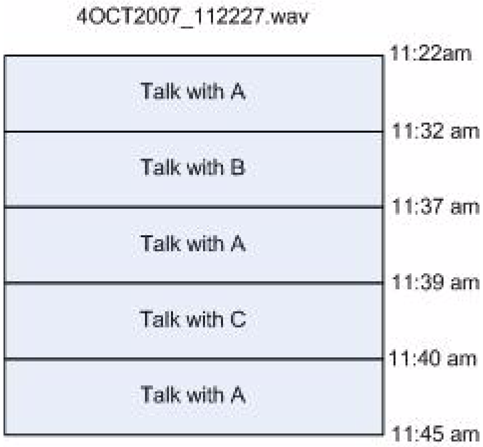
If you press 🎙 while recording, only the called parties are recorded.

Tones and indications (for example, dialing of digits or ringing from another party’s phone) that occur before a call connects are not recorded. Local tones and indications (for example, DTMF tones when dialing) are not recorded. However, tones from another party’s phone may be recorded.

You control recording by tapping the Start, Pause, Resume, and Stop soft keys. All active calls that occur on your phone between the time you tap the Start soft key and the Stop soft key are recorded, alternating in the same **.wav** file.

For example, on October 4, 2007 at 11:22 am, you place a call to party A. After party A answers, you start recording the call. While you speak with party A, an incoming call arrives. You place party A on hold and speak with party B. When you finish speaking with party B, you return to speaking with party A. While speaking with party A again, another incoming call arrives. You place party A on hold and speak with party C. When you finish speaking with party C, you return to speaking with party A. You end your call with party A, and recording stops.

Your conversations with parties A, B, and C are all recorded in the same **.wav** file as follows:



If you record, or attempt to record, a call, the following messages may appear on your screen:

- If there is insufficient free space on the USB device when you tap the Start soft key, recording does not start and the following message displays:

  “USB device is full. Recording cancelled.”

- If the USB device becomes full during recording, recording stops and the following message displays:

  “USB device is full. Recording stopped.”

- If you remove the USB device during recording, recording stops and the following message displays:

  "USB device removed unsafely. Recording cancelled."

- If you attach an unsupported USB device, the following message displays (along with information about the unsupported product):

  "Unsupported USB device attached."

POLYCOM

Polycom recommends that you do not remove the USB device while recording. The file being recorded will be incomplete and cannot be played back later. There is a small probability that the USB device itself may be damaged by this action.

Note

If you connect the USB device to your phone and the message "Unsupported USB device attached" displays, see your system administrator about the USB devices your phone supports.

Note

You may be required by federal, state, and/or local laws to notify some or all called parties when you record calls (either one-party or all-party consent). You can find specific information about US state requirements at http://www.rcfp.org/taping/. Telephone call recording regulations in other countries vary widely. Polycom recommends checking with the local government's telecommunications authority and government legal agencies.

You can find other information that may useful at:

- http://www.fcc.gov/cgb/consumerfacts/recordcalls.html
- http://www.privacyrights.org/fs/fs9-wrtp.htm

This section includes the following topics:

- Recording Calls
- Recording Conferences
- Pausing and Resuming Recording

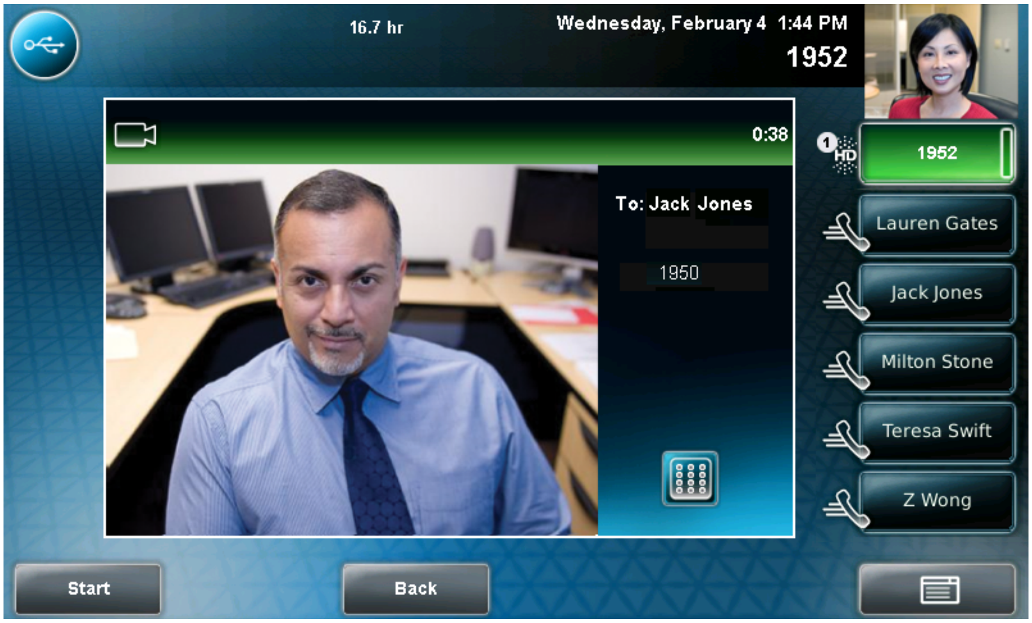
To play back recorded calls, see Playing Back Recorded Calls on page 4-13.

Recording Calls

To record a call:

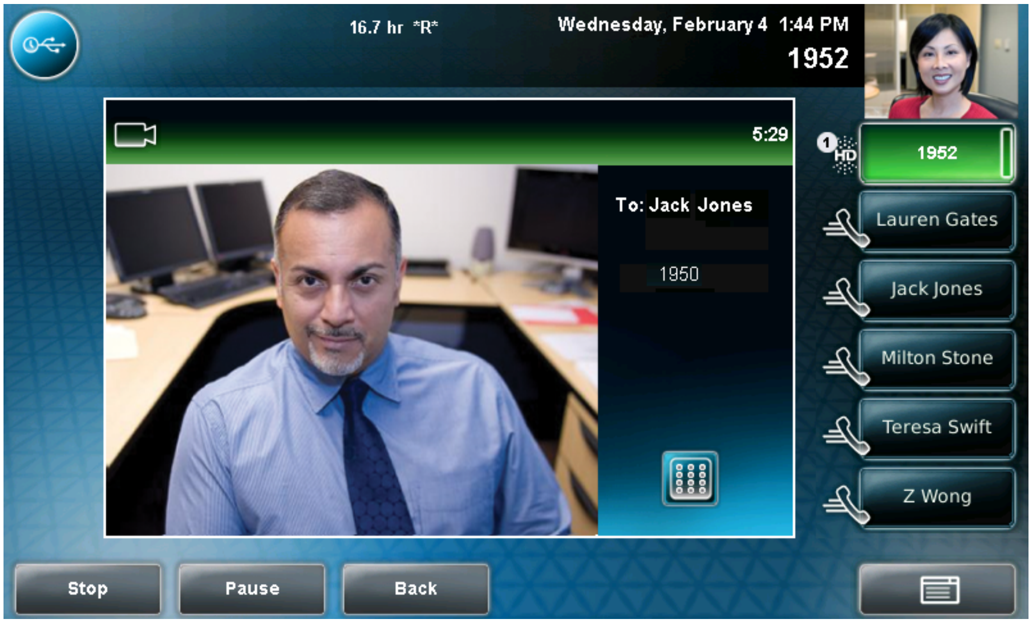
1. During a call, tap the **Record** soft key.

   The Start soft key displays.


16.7 hr
Wednesday, February 4 1:44 PM
1952
0:38
1952
To: Jack Jones
1950
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Start
Back

2. To start recording, tap the **Start** soft key.

   "*R*" displays on the status bar while the phone records.


16.7 hr *R*
Wednesday, February 4 1:44 PM
1952
5:29
To: Jack Jones
1950
1
HD
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Stop
Pause
Back

   To access the top-level soft keys (for example, Hold, End Call, Transfer, and Conference), tap the **Back** soft key. To access the Stop and Pause soft keys again, tap the **Record** soft key.

3. To stop recording, do one of the following:

   – Tap the **Stop** soft key. Then, tap the **Back** soft key to access the top-level soft keys.

   or

   – To end the call, tap the **Back** soft key, and then tap the **End Call** soft key.

   or

   – To end the call, hang up.

Recording Conferences

You can record conference calls in the same way as other calls with the following exceptions:

- All conference call participants are recorded. If one of the conference participants presses 🎙, that participant is not recorded.
- When a conference call is placed on hold, recording is paused. You can place or answer other calls, which will be recorded in the same file. When the conference call is resumed, recording of the conference resumes.

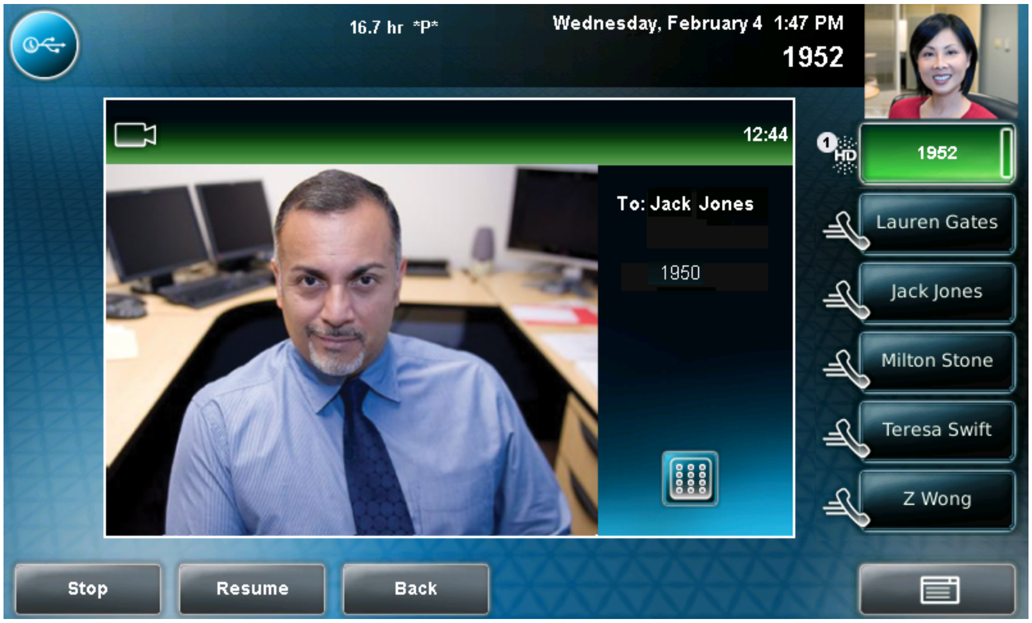
Pausing and Resuming Recording

You can pause recording by tapping the Pause soft key. When you tap the Resume soft key, recording continues within the same **.wav** file.

To pause a recording:

>> Tap the **Pause** soft key.

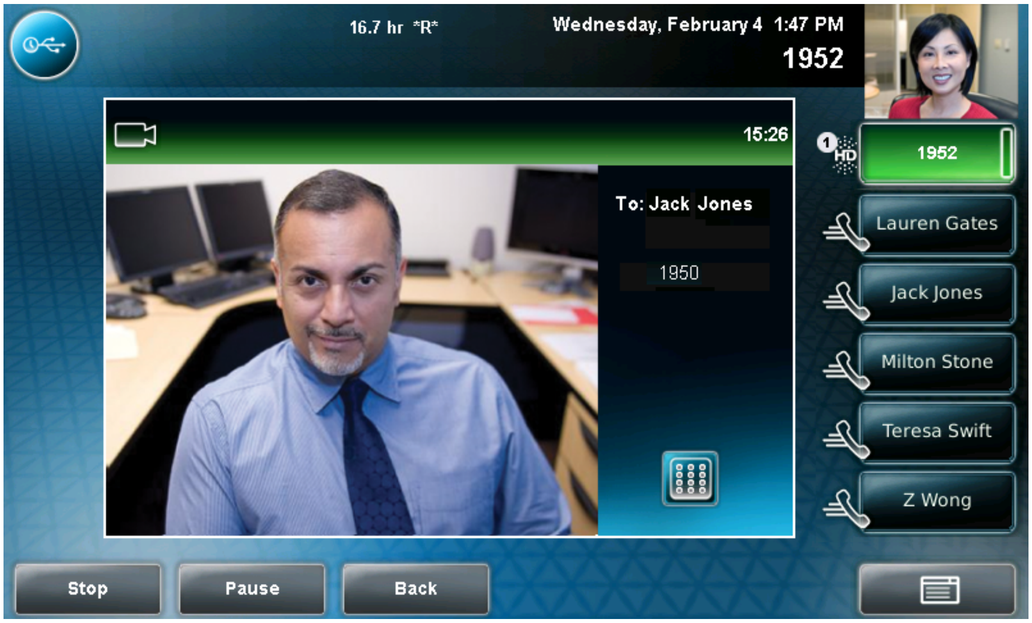
"*P*" displays on the status bar when you pause recording.


16.7 hr *P*
Wednesday, February 4 1:47 PM
1952
12:44
To: Jack Jones
1950
1
HD
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Stop
Resume
Back

To resume a recording:

>> Tap the **Resume** soft key.

"*R*" displays on the status bar when you restart recording.


16.7 hr *R*
Wednesday, February 4 1:47 PM
1952
15:26
To: Jack Jones
1950
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Stop
Pause
Back

Playing Back Recorded Calls

Note Call Playback is an optional feature and may not be supported on your particular system. For more information, see your system administrator.

If the Call Recording and Playback feature is available, and a removable USB device is connected to your phone, you can play back calls that you recorded on your phone.

You can browse the recorded files, stored as **.wav** files, on the USB device. You can also open, rename, and delete the recorded files. If there are no supported **.wav** files on the USB device, the message "Unsupported wav file format" appears on the screen.

Playback occurs in real time. To adjust the volume of the receiver audio during playback, press 🔉 or 🔊.

Playback stops if you tap the **Stop** soft key, or press the **Left** arrow key, MENU, DIR, or MSG.

If the handset is off-hook when you tap the **Play** soft key, you will hear audio through the handset. If the handset is on-hook when you tap the **Play** soft key, you will hear audio through the speaker. If you lift the handset while you listen through the speaker, you will hear the audio through the handset.

You cannot open a **.wav** file while a call is in progress or if you have placed a call. The message "Active call, action aborted" displays in either case. If all calls are on hold, you can start playback. If you press HOLD for the selected call or the particular Line Key for the held call, playback stops and the call resumes.

You cannot place a call while playback is in progress using the dialpad. However, you can place a call using a Speed Dial Key or Line Key. You can answer calls while playback is in progress (see Answering a Call While Playing Back Recorded Calls on page 4-15).

You can also play back recorded files on other devices, such as a Windows® or Apple® based computer using an application capable of playing **.wav** files.

If an error occurs while playback is in progress, playback stops. If you remove the USB device during recording, recording stops and the message "Storage media removed unsafely. Recording cancelled" displays. If you attach an unsupported USB device, the message "Unsupported USB device attached" appears.

> Polycom recommends that you do not remove the USB device while playing back files. There is a small probability that the USB device itself may be damaged by this action.

Note

> If you connect your USB device to your phone and the message "Unsupported USB device attached" displays, contact your system administrator about which USB devices are supported. To see a list of supported USB devices to record phone audio, see Technical Bulletin 38084, *Supported USB Devices for SoundPoint IP 650 and 670 and Polycom VVX 1500 Phones*, at http://www.polycom.com/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html.

This section includes information on:

- Browsing Recorded Calls
- Playing Back Recorded Calls
- Answering a Call While Playing Back Recorded Calls

Browsing Recorded Calls

To browse the recorded files:

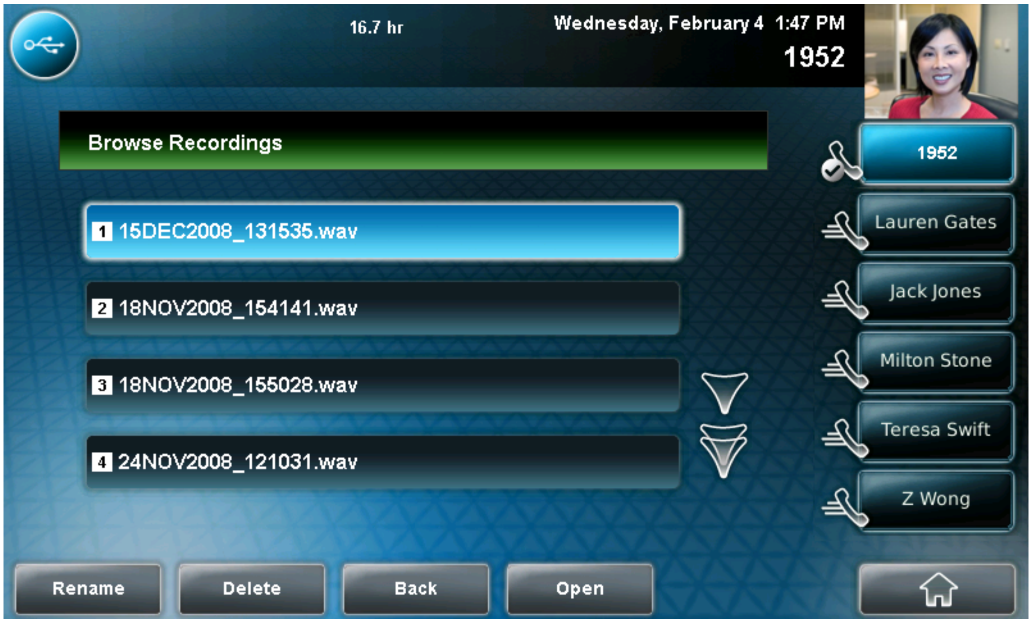
1. Do one of the following:

   – Tap > **Browse Recordings**.

   or

   – Tap ☰ > **Features** > **Removable Storage Media** > **Browse Recordings**.

   The Browse Recordings screen displays.


16.7 hr
Wednesday, February 4 1:47 PM
1952
Browse Recordings
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Rename
Delete
Back
Open

1 15DEC2008_131535.wav
2 18NOV2008_154141.wav
3 18NOV2008_155028.wav
4 24NOV2008_121031.wav

2. Tap the recording you want to rename, delete, or play back.

   You can rename, delete, or play back the selected **.wav** file by tapping the **Rename**, **Delete**, or **Open** soft keys.

3. Tap ⌂ to return to the idle screen.

Playing Back Recorded Calls

To play back a recorded call:

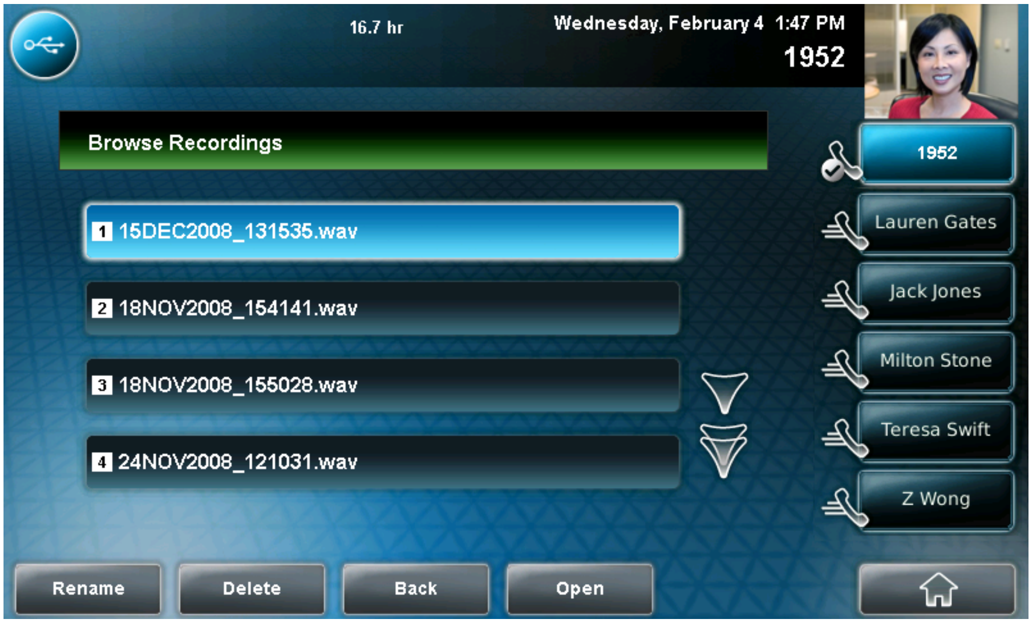
1. Do one of the following:

   – Tap > **Browse Recordings**.

   or

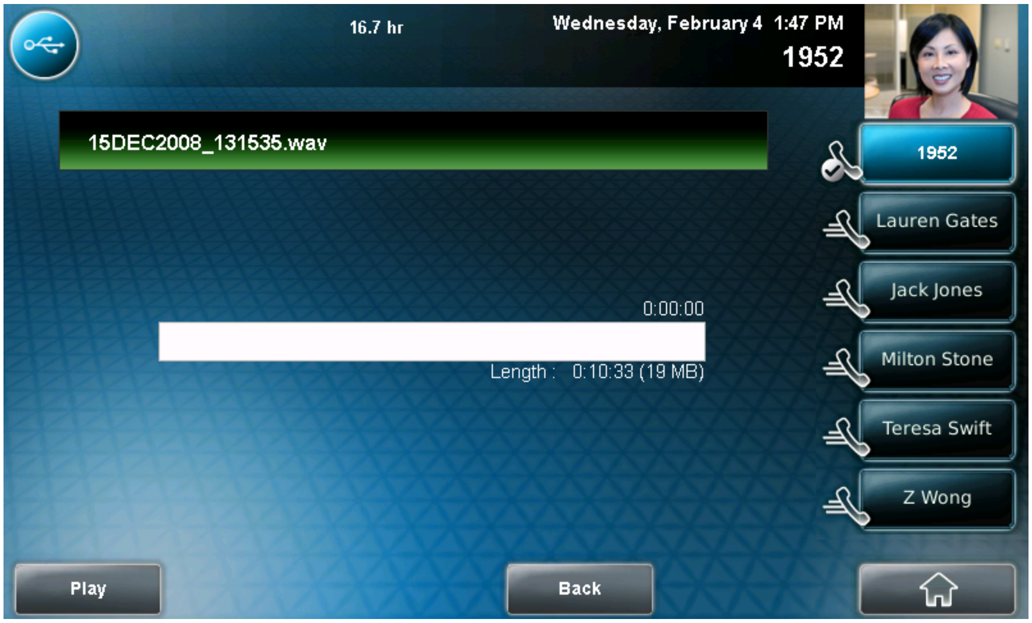
   – Tap > **Features** > **Removable Storage Media** > **Browse Recordings**.

   The Browse Recordings screen displays.


16.7 hr
Wednesday, February 4 1:47 PM
1952
Browse Recordings
1 15DEC2008_131535.wav
2 18NOV2008_154141.wav
3 18NOV2008_155028.wav
4 24NOV2008_121031.wav
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Rename
Delete
Back
Open

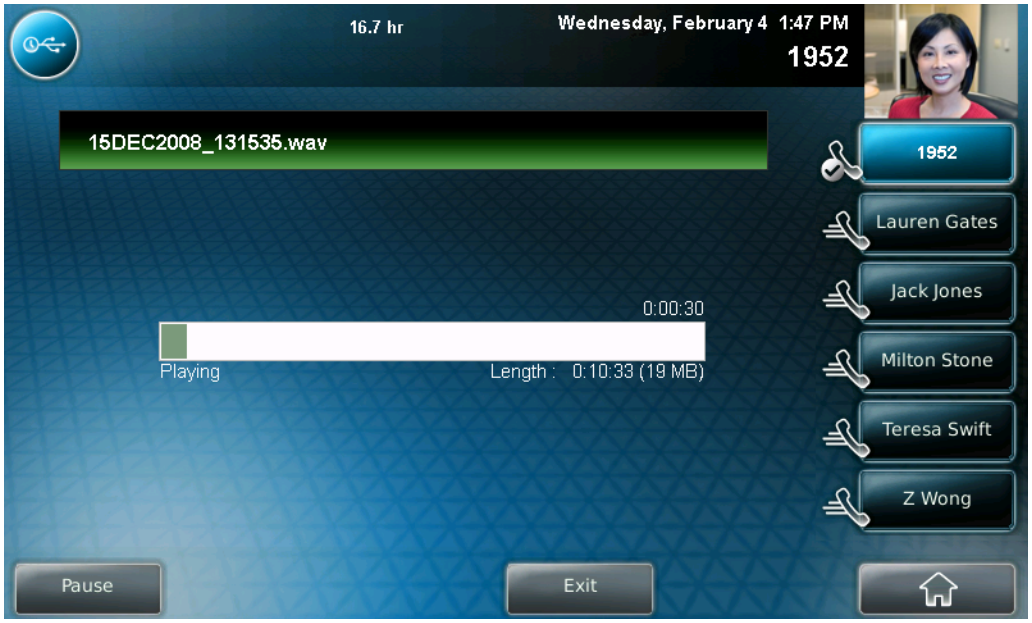
2. Tap the file you want to play back, and then tap the **Open** soft key.

   The filename you selected displays. The length of the file (in hours, minutes, and seconds) and the size of the file also display.


16.7 hr
Wednesday, February 4 1:47 PM
1952
15DEC2008_131535.wav
0:00:00
Length : 0:10:33 (19 MB)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Play
Back

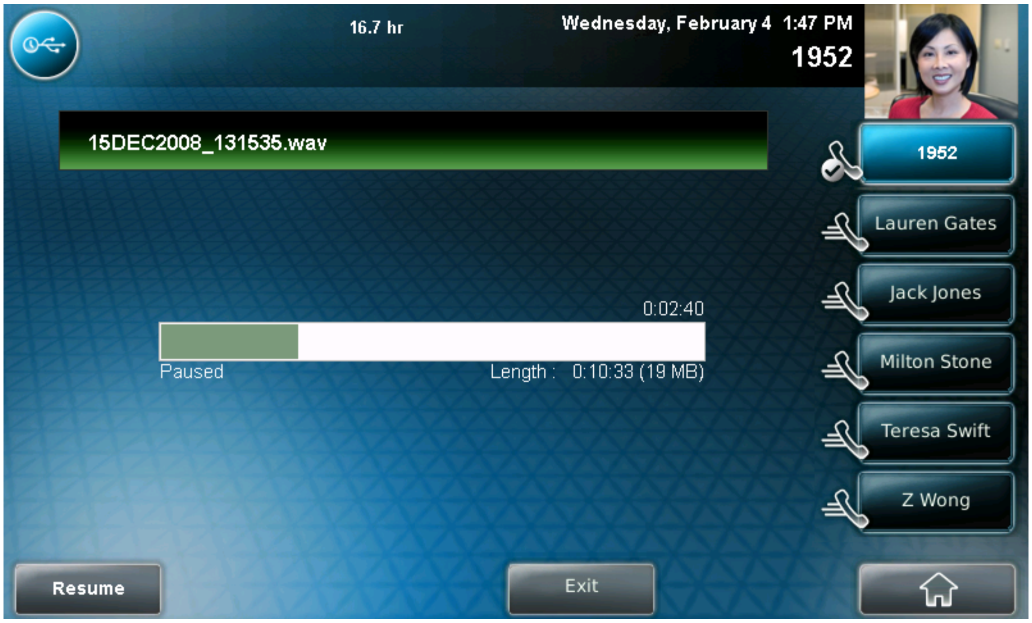
3. Tap the **Play** soft key.

   “Playing” displays on the screen. The position indicator (in hours, minutes, and seconds) above the progress bar changes as the file plays back in real time.


16.7 hr
Wednesday, February 4 1:47 PM
1952
15DEC2008_131535.wav
0:00:30
Playing
Length : 0:10:33 (19 MB)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Pause
Exit

While the recording plays, you can do the following:

- To pause the playback, tap the **Pause** soft key. "Paused" displays below the position indicator.


16.7 hr
Wednesday, February 4 1:47 PM
1952
15DEC2008_131535.wav
0:02:40
Paused
Length : 0:10:33 (19 MB)
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Resume
Exit

To resume the playback, tap the Resume soft key. "Playing" displays below the position indicator.

- To stop playing back the file and return to the Browse Recordings screen, tap the **Exit** soft key.

4. Tap ⌂ to return to the idle screen.

Answering a Call While Playing Back Recorded Calls

If you are playing back a file and an incoming call arrives, playback pauses and the phone rings. If you don't answer your phone, playback remains paused, and you must tap the Resume soft key to continue playback.

To answer a call using the speakerphone:

>> Do one of the following:

- If you were listening to the file with the handset or headset, press 🔊 SP PHONE .

- If you were listening to the file with the speakerphone, tap the Line Key with the flashing green status indicator.

- If you were listening to the file with the speakerphone, tap 🏠, and then tap the **Answer** soft key.

When the call ends, the idle screen displays.

To answer a call using the handset:

>> Do one of the following:

- If you were listening to the file with the speakerphone or a headset, lift the handset.
- If you were listening to the file through the handset, hang up the handset, and then pick it up again.
- If you were listening to the file through the handset, tap the Line Key with the flashing green status indicator.
- If you were listening to the file through the handset, tap 🏠, and then tap the **Answer** soft key.

When the call ends, the idle screen displays.

To answer a call using the headset:

>> Do one of the following:

- If you were listening to the file with the speakerphone or a handset, press 🎧 HEADSET.
- If you were listening to the file with the headset, tap the Line Key with the flashing green status indicator.
- If you were listening to the file with the headset, tap 🏠, and then tap the **Answer** soft key.

Note If you use a digital headset with an answer button, or an analog headset with an electronic switch, use the button or switch to answer the incoming call.

When the call ends, the idle screen displays.

If you decide to reject the incoming call, tap the **Resume** soft key, and playback will resume. For more information, see Playing Back Recorded Calls on page 4-13.

Using the Browser

Note

Using the Browser is an optional feature that your system may not support. For more information, contact your system administrator.

If the Browser uses over 30MB of memory and either the amount of free memory on the phone is below 6MB or the real time is between 1 A.M. and 5 A.M, the Browser will restart. Once the Browser has restarted, the last Web page you viewed displays.

Your phone can display a Web page on the idle screen. You may be able to tap hyperlinks on this Web page to view more information in a main Web Browser. You can also access the main Web Browser by tapping

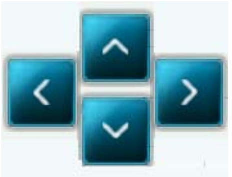
▤ > **Applications**.

From the main Web Browser, you can tap hyperlinks to view more Web pages. You can also tap a text box and enter information by using the dialpad keys on the phone console or the editing soft keys that display in the main Web Browser.

From the main Web Browser, you can access the following soft keys:

- Navigation soft keys—allow you to view different areas of a Web page, as well as other Web pages.

Tap this soft key...	To do this...
⌂	Return to the main Web Browser’s home page.
↻	Refresh the current Web page.
◁	Go back to the previous Web page.

Tap this soft key...	To do this...
	Access the four arrow soft keys (see the next row) so you can move the Web page up, down, or to the side. (You can also tap this soft key to hide the four arrow keys.)
	Move the web page up, down, or to the side. To move the Web page, tap an arrow soft key to move the Web page in the corresponding direction. (To display or hide the arrow soft keys, tap .)
	Return to the idle screen.

- Editing soft keys—allow you to enter information in text boxes. To display the editing soft keys, tap a text box in the main Web Browser.

Tap this soft key...	To do this...
123 or abc or ABC	Toggle between number, lowercase, or uppercase mode. Tap the soft key one or more times to select the mode you want.
Àâê or マジ or АБД or Unicode or ascii	Toggle between different character encodings. Tap the soft key one or more times to select the encoding you want.
⌨	Display a “keyboard” on the touch screen so you can enter numbers, letters, and characters in a text box. (To hide the keyboard, tap this soft key.)
✎	Hide the text box tools.

Note For more information on entering and editing data, see Entering Data and Editing Fields on page 1-25.

Restarting Your Phone

Periodically, you may need to restart your phone so the phone can accept a new configuration.

Note

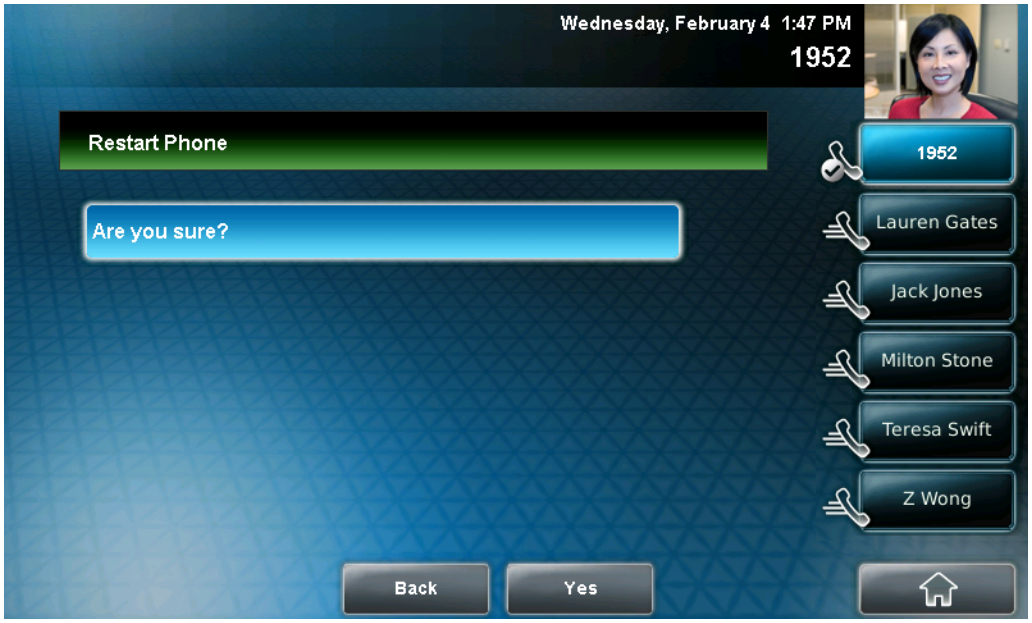
If your phone malfunctions, you may be able to restore normal operation without restarting it. Before you restart your phone, contact your system administrator.

Call lists are automatically cleared when you restart the phone.

To restart the phone:

1. Tap ▤ > **Settings** > **Basic** > **Restart Phone**.

   The Restart Phone screen displays. The message “Are you sure?” displays.



Restart Phone

Are you sure?

Wednesday, February 4 1:47 PM
1952
1952
Lauren Gates
Jack Jones
Milton Stone
Teresa Swift
Z Wong
Back
Yes

2. If you still want to restart the phone, tap the **Yes** soft key.

The restart process begins. The process ends when the idle screen displays.

5

Troubleshooting Your Phone

This chapter contains general troubleshooting information to help you solve any problems you might encounter when you use your Polycom VVX 1500 C Business Media Phone for Cisco Unified Communications Manager (SIP). The tables in this chapter list possible trouble symptoms, the likely causes of these problems, and the recommended corrective actions to take.

The topics include:

- Troubleshooting Power and Startup Issues
- Troubleshooting Dialpad Issues
- Troubleshooting Access Issues
- Troubleshooting Call Issues
- Troubleshooting Display Issues
- Troubleshooting Audio Issues
- Troubleshooting Video Issues

To obtain more detailed troubleshooting information, you can access certain menus on your phone that test your phone hardware. For more information, see Testing Phone Hardware on page 5-8.

If you require additional assistance, contact your system administrator.

Troubleshooting Power and Startup Issues

Symptom	Problem	Corrective Action
There are power issues.	The phone has no power.	• Verify that no lights appear on the phone when it is powered up. • Check if the phone is properly plugged into a functional AC outlet, if applicable. • Make sure that the phone isn't plugged into a plug controlled by a light switch that is off. • If the phone is plugged into a power strip, try plugging it directly into a wall outlet instead. • Try the phone in another room where the electricity is known to be working on a particular outlet.

Troubleshooting Dialpad Issues

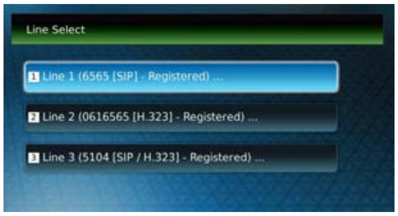
Symptom	Problem	Corrective Action
The dialpad does not work.	The dialpad on the phone does not respond.	• Check for a response from other feature keys. • Place a call to the phone from a known working telephone. Check for display updates. • Check if the LAN port is active or inactive. Tap ▤ > **Status > Network > Ethernet**. From the Ethernet page, scroll to **LAN port** and verify that it is active. • Check the termination at the switch or hub end of the network LAN cable. Ensure that the switch/hub port connected to the telephone is operational (if not accessible, contact your system administrator). **Note**: Before restarting your phone, contact your system administrator. Your system administrator may want to troubleshoot your phone in more detail before restarting the phone and losing current status information.

Troubleshooting Access Issues

Symptom	Problem	Corrective Action
There is no response when you press a feature key.	The phone is not in an active state.	• Press the keys more slowly. • Check with your system administrator to see if the key has been mapped to a different function or is disabled. • Place a call to the phone to check that inbound call display and ringing is normal. If successful, try to press feature keys within the call to access the Main Menu, for example. • To confirm that the line is active, tap ▤ > **Status** > **Lines** > **Line Information**. From the Line Information page, verify that your phone line is registered. • To attempt re-registration to the call server, reboot your phone. For more information, see your system administrator.
The display shows “Network Link is Down.”	The LAN cable is not properly connected.	• Check termination at the switch or hub (furthest end of the cable from the phone). • Check that the switch or hub is operational (flashing link/status lights) or contact your system administrator. • Check if the LAN port is active or inactive. Tap ▤ > **Status** > **Network** > **Ethernet**. From the Ethernet screen, scroll to **LAN port** and verify that it is active. • To attempt re-registration to the call server, reboot your phone. For more information, see your system administrator.

Troubleshooting Call Issues

Symptom	Problem	Corrective Action
There is no dial tone.	Power is not correctly applied to the phone.	• Check that the display is illuminated. • Make sure the LAN cable is inserted properly at the rear of the phone (try unplugging and re-inserting the cable). • If using Power over Ethernet (PoE), have your system administrator check that the switch is supplying power to the phone.
	Dial tone is not present on one of the audio paths.	• Switch between Handset, Headset (if present) or Speakerphone modes to see if the dial tone is present on other paths. • If the dial tone exists on another path, connect a different handset or headset to isolate the problem.
The phone does not ring.	Ring volume is low.	While the phone is idle, adjust the ringing level by pressing 🔉 or 🔊.
	Outbound or inbound calling is unsuccessful.	• Place a call to the phone under investigation. Check that the display indicates incoming call information. • Lift the handset. Ensure the dial tone is present and place a call to another extension or number. Check that the display changes in response.
	The phone has a Silent ring tone.	Choose a ring tone other than Silent. See Updating the Ring Tone on page 2-22.

Symptom	Problem	Corrective Action
“Service Unavailable” appears on the graphic display.	The user tapped the New Call soft key, dialed a number with the handset on-hook, or attempted to make a call from the contact directory when the phone was not registered.	Check with your system administrator to see when your phone will be registered.
You cannot place a call.	The call was placed using the incorrect protocol.	Verify that you are using a line that is registered to use the appropriate protocol. Do the following: **1.** Tap ▤ > **Status > Lines**. **2.** Select the line you used to make the call. The following figure shows three registered lines and the protocol used for each line.  Line Select 1 Line 1 (6565 [SIP] - Registered) ... 2 Line 2 (0616565 [H.323] - Registered) ... 3 Line 3 (5104 [SIP / H.323] - Registered) ...
The phone is unable to place or receive H.323 calls.	The license file does not exist or has expired.	See your system administrator.

Troubleshooting Display Issues

Symptom	Problem	Corrective Action
There is no display. The display is incorrect. The display has bad contrast.	Power is not correctly applied to the phone.	• Check that the display is illuminated. • Make sure the LAN cable is inserted properly at the rear of the phone (try unplugging and re-inserting the cable). • If using Power over Ethernet (PoE), have your system administrator check that the switch is supplying power to the phone.
	Outbound or inbound calling is unsuccessful.	• Place a call to the phone under investigation. Check that the display indicates incoming call information. • Lift the handset. Ensure the dial tone is present and place a call to another extension or number. Check that the display changes in response.
The display flickers.	A certain type of older fluorescent lighting causes the display to appear to flicker.	• Move the phone away from the lights. • Replace the lights.
The touch screen turns off too frequently. The touch screen is always off when I arrive at work.	The phone's power saving settings are not set correctly.	Adjust the phone's power-saving settings (for example, office hours, timeouts, and user detection settings). For more information, see Updating Power Saving Settings on page 2-36.
The screen saver no longer displays.	The USB flash drive has been removed. The Screen Saver setting has been disabled.	• Make sure the USB flash drive is correctly attached to your phone. For more information, see Connecting an Optional USB Flash Drive on page 1-9. • Make sure the **Screen Saver** setting is enabled. For more information, see Setting Up a Screen Saver on page 2-10.

Troubleshooting Audio Issues

Symptom	Problem	Corrective Action
There is no audio on the headset.	The connections are not correct.	• Ensure the headset is plugged into the jack marked **Headset** on the back of the phone. For more information, see Connecting an Optional Headset on page 1-8. • Ensure the headset amplifier (if present) is turned on and/or the volume is correctly adjusted. If the amplifier uses batteries, check that they are fully charged.
Headset Memory Mode is enabled, but calls are not going to the headset.	Headset Memory Mode is not activated. (Headset Memory Mode is deactivated whenever the speakerphone or handset is activated.)	Activate Headset Memory Mode by pressing HEADSET twice. For more information, see Enabling Headset Memory Mode on page 2-7.

Troubleshooting Video Issues

Symptom	Problem	Corrective Action
The phone does not automatically transmit near-site video at the start of all calls.	A video call setting has been disabled.	Enable the **Audio Start Video Tx** setting so that the phone will automatically transmit near-site video at the start of all calls. For more information, see Updating Video Call Settings on page 2-27.
Near-site video is not very clear.	Camera settings are not correct. The camera may be facing a bright light source.	Adjust the camera settings to improve the brightness, contrast, and sharpness levels of the video image. For more information, see Updating Camera Settings on page 2-34.

Testing Phone Hardware

Your system administrator may ask you to access a diagnostics menu on your phone to test your phone hardware. From the diagnostics menu, you can test your phone's microphones, speaker, handset, third-party headset (if present), keypad mappings, and LCD display. See your system administrator for instructions on how to perform these tests.

To test your phone hardware:

>> Tap ▤ > **Status** > **Diagnostics** > **Test Hardware** > **Audio Diagnostics**, **Keypad Diagnostics**, or **Display and Touch Screen Diagnostics**.

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The product software comes with 90-day software warranty, providing for software updates (minor releases/bug fixes). To continue to receive support, purchasing a maintenance contract is the most economical solution.

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Part 15 FCC Rules

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interferences received, including interference that may cause undesired operation.

Class B Digital Device or Peripheral

Note: This equipment is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

Modifications

In accordance with Part 15 of the FCC Rules, the user is cautioned that any changes or modifications not expressly approved by Polycom, Inc. could void the user’s authority to operate the equipment. This equipment may not be used on a coin service or party line.

Installation Instructions

Installation must be performed in accordance with all relevant national wiring rules.

L’Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.

When using Power over Ethernet (PoE), the equipment is to be connected only to PoE networks without connections to the outside plant.

Plugs Acts as Disconnect Device

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

La prise électrique à laquelle l’appareil est branché doit être installée près de l’équipement et doit toujours être facilement accessible.

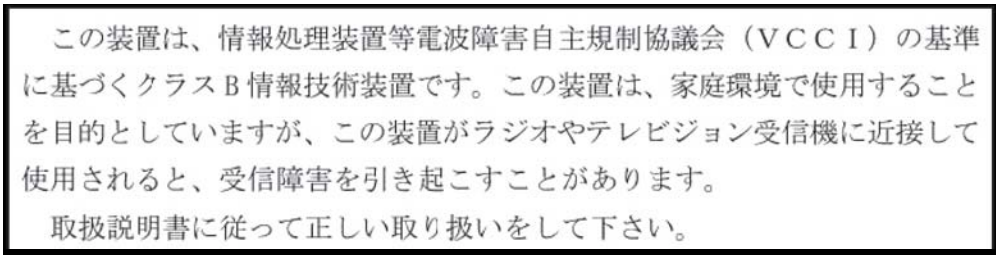
Industry Canada (IC)

This Class [B] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

CE and VCCI Mark

This Polycom VVX 1500 phone is marked with the CE mark. This mark indicates compliance with EC Directives 2006/95/EC and 2004/108/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.



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取扱説明書に従って正しい取り扱いをして下さい。

Safety and Compliance (continued)

WARNING Electrical Safety

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNV) circuits. LAN ports contain SELV circuit, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.

This product is rated 48Vdc, 0.375A. When used with the optional external power supply, the power supply shall be a Listed power supply with a LPS output, rated 48V, min. 0.375A.

Russian Compliance

Ministry of Information Technologies & Communication of the Russian Federation - Declaration of Conformity
DoC # Д-СПД-2626. Expiry 17/11/2011.

New Zealand Telepermit

PTC General Warning

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom’s network services.

The Use of IP Networks through the PSTN

Internet Protocol (IP) by its nature introduces delay into speech signals as each data packet is formulated and addressed. Telecom Access Standards recommends that suppliers, designers and installers using this technology for calls to or from the PSTN refer to ITU E Model requirements in the design of their networks. The overall aim is to minimise delay, distortion and other transmission impairments, particularly for those calls involving cellular and international networks, which already suffer extensive delay.

Echo cancellation

Echo cancellers are not normally required in the Telecom PSTN because geographic delays are acceptable where CPE return loss is maintained within Telepermit limits. However, those private networks making use of Voice over IP technology are required to provide echo cancellation for all voice calls. The combined effect of audio / VoIP conversion delay and IP routing delay can cause the echo cancellation time of 64 mS to be required.

Connection of this Polycom VVX 1500 VoIP Video Telephone to the Telecom network

All samples of this Polycom VVX 1500 VoIP Video Telephone connected to the Telecom network must be modified as described in KTL Test Report number 8A1710ANZ1 failure to do so will lead to the cancellation of this Telepermit.

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